



PARTY LEADER'S NAME	
COLLEGE/UNIVERSITY	
GROUP ADDRESS (to which correspondence will be sent)	
DEPARTMENT/FACULTY	
POSTCODE	
☎	(EXT):
FAX	
E-mail	
BEST CONTACT TIMES	
PARTY LEADER HOME ADDRESS	
	POSTCODE
HOME	MOBILE
E-mail	
ALTERNATIVE CONTACTS	

BOOKING REFERENCE	
DESTINATION	
HOTEL	
BOARD BB <input type="checkbox"/> HB <input type="checkbox"/> FB <input type="checkbox"/> ROOM ONLY <input type="checkbox"/>	
DEP DATE FROM UK	ARR DATE BACK IN UK
TOTAL NUMBER OF DAYS INCLUDING DAYS OF TRAVEL	
PLEASE STATE YOUR PREFERRED TIME OF DEPARTURE FROM COLLEGE/UNIVERSITY	
OF ARRIVAL BACK AT COLLEGE/UNIVERSITY	

TRAVEL BY (Please tick)		
<input type="checkbox"/> Executive Coach	<input type="checkbox"/> Air	<input type="checkbox"/> Rail/Eurostar

DO YOU REQUIRE EQUITY INSURANCE	<input type="checkbox"/> YES	<input type="checkbox"/> NO
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COACH TO AIRPORT (Please tick)	<input type="checkbox"/> YES
We are happy to quote for your coach transfer to the UK airport if required.	<input type="checkbox"/> NO

SPECIAL REQUESTS	E.g. Dietary requirements, medical conditions, rooming requests etc. We will do our best to cater for these but cannot guarantee them.
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PARTY COMPOSITION	17 & UNDER	18 & OVER	TOTAL
Male Students			
Female Students			
TOTAL STUDENTS			

STAFF	MALE	FEMALE
Free		
Paying		
TOTAL PARTY SIZE		

STAFF & MATURE STUDENTS			
Please indicate room requirements for the staff and mature students. All single rooms are subject to availability.			
ROOM TYPE	SINGLE	TWIN	TRIPLE
Free Staff			
Paying Staff			
Mature Students			

PAYMENTS
Deposits of £..... per paying person TOTAL DEPOSIT PAYMENT £.....
Cheques should be made payable to EQUITY LTD.
If paying by finance order, please fill in the order no. here and enclose a copy of the order with this form.
I enclose payment for deposits/finance order for full payment as detailed above for the tour booked. I agree to pay the final invoice balance no later than 8 weeks before departure. I certify that I am authorised to make this booking and that I/we have read and agree to the Equity Booking Conditions and information given in the brochure/leaflet and that my/our booking is made upon and subject to those items.
Signed..... Date.....

Fair Trading Agreement

These Booking Conditions together with the details in our Important Information section form the basis of your contract with us. Please read these carefully as they explain the responsibilities and obligations undertaken by all parties when booking with us. All bookings are subject to these Booking Conditions and the Important Information.

All party members must ensure they read and understand all details published in our brochure or on our website (as appropriate) relating to their holiday prior to sending any booking details to us. Party Leaders are responsible for passing on any additional information and/or details of correspondence with us to other members of the party.

In these Booking Conditions the term "holiday" means tour, course, day trip or other inclusive arrangement. "You" and "your" are references to all persons named on the booking including anyone who is added or substituted at a later stage.

1 THE CONTRACT BETWEEN US

This contract and all matters arising out of it are governed by English Law except if you are a resident of Scotland or Northern Ireland in which case you may choose the law of your home country. We both agree that any dispute, claim or other matter which arises out of or in connection with this contract or your holiday will be dealt with by the Courts of England and Wales or, if you live in Scotland the courts of Scotland may be used or if you live in Northern Ireland the courts of Northern Ireland may be used or the ABTA Arbitration Scheme (see clause 12). Please note, changes to these Booking Conditions or the Important Information will only be valid if expressly agreed by us in writing. When you contact us to make a booking, we act as agent for the relevant carrier which will be disclosed on your documentation. We reserve the right to substitute the carrier if necessary. When we have confirmed your booking by issuing a confirmation invoice, (see clause 2 below) a contract exists between us under which we accept responsibility for the provision of all services described on our invoice.

2 TERMS OF PAYMENT

In order to confirm your booking, you should send us your booking details (please see our "How to Book" section) together with the appropriate payments and in accordance with the time scales set out in Clause A below. Please note that when you return your deposits in order to confirm your booking you will be agreeing to the booking conditions published in our brochure. For flight inclusive bookings all monies paid by you to any authorised Travel Agent of ours in respect of your holiday will be held by that agent on our behalf until they are paid to us or refunded to you.

3 CONFIRMATION OF YOUR BOOKING BY US

Once we have received your booking details and all appropriate payments, we will, subject to availability, confirm your holiday by issuing a confirmation invoice. Where we issue this by email, a hard copy will follow by post. This invoice will be sent to the party leader. Please check this invoice carefully as soon as you receive it. Contact us immediately if any information which appears on the confirmation or any other document appears to be incorrect or incomplete as it may not be possible to make changes later. We regret that it may harm your rights if we are not notified of any inaccuracies in any document within ten days of our sending it out (five days for tickets).

4 FINANCIAL SECURITY

The Package Travel, Package Holidays and Package Tours Regulations 1992 require us to provide security for the monies that you pay for the package holidays booked from this brochure or website as applicable and for your repatriation in the event of our insolvency. We provide this security by way of a bond held by the Civil Aviation Authority under ATOL number 2680. In respect of all arrangements including flights you will receive a Confirmation invoice from us (or via our authorised agent through which you booked) confirming your arrangements and your protection under our Air Travel Organiser's Licence. This means that in respect of all arrangements including flights, in the unlikely event of our insolvency, the CAA will ensure that you are not left stranded abroad or will arrange to refund any money you have paid to us for an advance booking. Please note, the ATOL protection scheme only applies to arrangements which include flights arranged by us where the person who pays for the booking is present in the UK when the booking is made or the first leg of any flight we arrange for you commences in the UK. In this case, if already abroad, you will be returned to the point where your contracted arrangements with us commenced.

For further information, visit the ATOL website at www.atol.org.uk. The price of our flight inclusive arrangements includes the amount of £1 per person as part of the ATOL Protection Contribution (APC) we pay to the CAA. This charge is included in our advertised prices. Not all holiday or travel services offered and sold by us will be protected by the ATOL Scheme. Please ask us to confirm what protection may apply to your booking. We are also a member of the Association of British Travel Agents (ABTA number V5376). If your holiday does not include flights you are fully insured by Towergate Chapman Stevens through IGI Insurance Company Ltd. In the unlikely event of insolvency you must inform Towergate Chapman Stevens immediately on 01932 334140 or alternatively in writing to Towergate Chapman Stevens, Towergate

House, 22 Wintersells Road, Blythe, Surrey KT14 7LF. Please ensure you retain the booking confirmation form as evidence of cover and value. If you book arrangements other than a package holiday from this brochure, the financial protection referred to above does not apply.

5 OUR PRICES

5.1) Our tour prices are valid for students over 18 years on the day of departure (unless stated otherwise). The prices printed in this brochure are to the best of our knowledge valid at the time of publication however we reserve the right to make changes to and correct errors in advertised prices at any time before your holiday is confirmed. We will advise you of any error of which we are aware and of the then applicable price at the time of booking.

5.2) Additional Adults in excess of free place ratio pay the student price plus a supplement of £7 per night and a twin room supplement per person per night (this varies according to accommodation). Adults receive the same services as the students. If the adult number exceeds 20% of the group size the tour cost will automatically increase.

5.3) We reserve the right to increase or decrease the prices of holidays at any time. You must check the price of your chosen holiday at the time of booking.

5.4) Infants Air Tour charges: Children under the age of 2 on the date of return travel are charged £35.

5.5) Infants insurance charges: Coach tours: £7 per infant. Air tours: £25 per infant.

Surcharge Policy: Once the price of your chosen tour has been confirmed at the time of booking then, subject to the correction of errors, we will only increase the price in the following circumstances: increases in transportation costs e.g. fuel, aircraft insurance tax, scheduled air fares and any other airline surcharges which are part of the contract between airlines (and their agents) and the tour operator/organiser, Government action such as increases in VAT or any other Government imposed increases, adverse fluctuations in the exchange rates which have been used to calculate the cost of your holidays which result in our costs increasing. Price increases after booking will be passed on by way of a surcharge. Even in these stated cases, we will absorb increased costs up to a total amount equivalent to 2% of the cost of your confirmed holiday (excluding insurance premiums and any amendment charges). Only amounts in excess of this 2% will be surcharged. If this means paying more than 10% of the tour price (excluding insurance premiums and any amendment charges), you will be entitled to cancel your tour with a full refund of monies paid to us except for insurance premiums and amendment charges. Should you decide to cancel because of this, you must exercise your right to do so within fourteen days from the issue date printed on the invoice. If you do not tell us that you wish to cancel within this period of time, we are entitled to assume that you do not wish to cancel and will pay the surcharge. Any surcharge must be paid with the balance of the cost of the holiday or within 14 days of the issue date printed on the surcharge invoice, whichever is the later. If payment is made by cheque you should allow 5 working days for clearance from the time we receive it. Payment may also be made by cash or bank transfer. Passenger Protection Levy - In the event that a passenger protection levy is introduced it will be shown as a separate item on your invoice and will be subject to surcharges. Tour prices are based on the costs of transport, accommodation etc. on the 12th September 2008, the rates were as follows: £1 to €1,2550 and £1 to \$1,7675. 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.

6 SPECIAL REQUESTS

Although we will endeavour to pass any reasonable requests on to the relevant supplier, we regret we cannot promise that any requests will be complied with unless we have specifically confirmed this in writing. Confirmation that a special request has been noted or passed on to the supplier or the inclusion of the special request on any documentation is not confirmation that the request will be met. All special requests are subject to availability and confirmation in writing by us. If you or any member of your party has any medical problem or disability which may affect the holiday arrangements of that person, please tell us before you confirm your booking so we can advise as to the suitability of the chosen holiday. In any case, you must give us full details in writing at the time of booking. If we feel unable to properly accommodate the particular needs of the person concerned, we must reserve the right to decline/cancel their reservation.

7 INSURANCE

We consider adequate travel insurance to be essential. It is a condition of booking that you purchase insurance cover if this is not already included in the price of your holiday. Please see "What's Included" in our Prices Section. Medical treatment overseas and the cost of repatriation in the event of an emergency can be very expensive. Details of the policy we offer are shown in our Insurance Section. Where we are providing insurance you will receive details of the cover on confirmation of your booking. If you require extra cover please enquire. Please read your policy details carefully. It is

your responsibility to ensure that the insurance cover you purchase is adequate for your particular needs. We do not check alternative insurance policies.

8 IF YOU CHANGE OR CANCEL YOUR BOOKING

(a) You may add extra members to your booking at any time, subject to availability, payment of the applicable holiday price and discretionary amendment fee below. If you wish to change your booking you must notify any changes to us in writing and we will do our best to comply. We cannot guarantee that such changes will be possible and we reserve the right to charge an amendment fee of up to £30 per amendment together with any extra costs incurred by ourselves and any extra costs or charges incurred or imposed by any of our suppliers. Certain travel arrangements (e.g flight/rail tickets) may not be changeable after a reservation has been made and any alteration request could incur a cancellation charge of up to 100% of that part of the arrangement.

(b) We require the names of all members of your group at the time of booking confirmation. It is the Party Leader's responsibility to ensure that ALL names given are in full and exactly as shown on the individual's passport. We do not accept any responsibility for incorrect/abbreviated names submitted and any subsequent amendments will be dealt with as a name change.

Air Tours: We reserve the right to use and/or substitute charter for scheduled and low cost carriers such as Easyjet, Ryanair etc. In these cases once the airline has received and processed the names, any subsequent amendments or name changes will carry a minimum charge of £100 plus the insurance premium of £6 for European Tours. Most airlines do not allow name changes after tickets have been issued or in some cases (e.g. Easyjet, Ryanair or Jet2 etc) once names have been received. In these instances the charge is usually the full cost of the flight. **Coach Tours:** Names are required at the time of booking confirmation. Any name change which subsequently takes place must be accompanied by a payment of £6 to cover insurance premiums. Any name change alterations made by you within 4 weeks of departure will be treated as a cancellation of the original booking and will be subject to the cancellation charges set out in Table B and payment of the full cost of the new booking.

If you cancel your booking You may replace any cancelled member. We reserve the right to charge an amendment fee as set out in clause 8 (a) above together with any extra costs incurred by ourselves and any extra costs or charges incurred or imposed by any of our suppliers. If you are unable to find a replacement, cancellation charges as set out in Table B below will apply in order to cover our estimated costs. You must notify all cancellations and substitutions to us in writing. Charges apply from the date written notification is received at our offices. The cancellation charge is calculated on the basis of the total cost payable by the person(s) cancelling, excluding insurance premiums and amendment charges. These are not refundable. Depending on the reason for cancellation, you may be able to reclaim these cancellation charges (less any applicable excess) under the terms of your insurance policy. Claims must be made directly to the insurance company concerned. We will deduct the cancellation charge(s) from any monies you have already paid to us. If there is/are any outstanding cancellation charge(s) remaining, you must pay this to us.

9 IF WE CHANGE OR CANCEL YOUR BOOKING

We start planning the holidays we offer many months in advance. Occasionally, we have to make changes to and correct errors in our published information both before and after bookings have been confirmed, and we may have to cancel confirmed bookings. Whilst we always endeavour to avoid changes and cancellations, we must reserve the right to do so. Most changes are minor such as changes to the overseas airport, airline, aircraft, ferries or coaches used, changes to departure times of less than 12 hours or the withdrawal of certain facilities. Occasionally, we have to make a significant change which include a change of accommodation to that of a lower official classification or standard for the whole or a major part of the time you are away; a change of resort for the whole or a major part of the time you are away; a change of outward departure time or overall length of time you are away of 12 or more hours; and a change of UK departure point (except as between Heathrow, Gatwick, Stansted or Luton and instances where we offer connecting transportation). All other changes are minor. If we have to make a significant change or we have to cancel, we will tell you as soon as possible, and if there is time to do so before departure, we will offer you the choice of the following options:-

- Accepting the changed arrangements or
- Purchasing an alternative holiday from us, of a similar standard to that originally booked if available (if the chosen alternative is less expensive than your original one, we will refund the difference but if it is more expensive, we will ask you to pay the difference) or cancelling, in which case you will receive a full and quick refund of all monies you have paid to us.

If we have to make a significant change or cancel on or after the date when the balance of your holiday cost becomes due we will pay you compensation as set out in Table C below subject to the following exceptions. Compensation will not be payable and no liability beyond offering the above mentioned choices can be accepted where we are forced to make a change or cancel as a result of unusual and unforeseeable circumstances beyond our control, the consequences of

Fair Trading Agreement (CONT.)

which we could not have avoided even with all due care. No compensation will be payable if we cancel as a result of your failure to comply with any requirement of these booking conditions entitling us to cancel (eg if you fail to pay on time).

In all cases, our liability for significant changes and cancellations is limited to the above mentioned options and, where applicable, compensation payments as in Table C. We regret we cannot pay any expenses, costs or losses incurred by you as a result of any change or cancellation. No compensation is payable for minor changes or where we make a significant change or cancel on or before the date when the balance of your holiday cost becomes due. Very rarely, we may be forced by Force Majeure (see below) to change or terminate your holiday after departure but before the scheduled end of your time away. This is extremely unlikely but if this situation does occur, we regret we will be unable to make any refunds (unless we obtain any refunds from our suppliers), pay you any compensation, or meet any costs or expenses you incur as a result.

Force Majeure - except where otherwise specified in these booking conditions, we regret we cannot accept liability or pay any compensation where the performance or prompt performance of our contractual obligations is prevented or affected by reason of circumstances amounting to "force majeure". In these booking conditions "force majeure" means any event which we or the supplier of the service(s) in question could not, even with all due care, foresee or avoid. Such events may include war or threat of war, riots, civil strife, actual or actual threatened terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events beyond our control.

10 SUPERVISORY RESPONSIBILITIES OF THE PARTY LEADER

The Party Leader accepts responsibility for the good conduct of all party members. Furthermore it is the Party Leader's responsibility specifically to ensure that:

- No party member under 18 years of age consumes alcoholic drinks unless written permission from a parent or guardian can be produced.
- All local laws relating to the consumption of alcohol are at all times obeyed.
- No party member smokes in an hotel bedroom or at all in apartments, or in any way causes a fire hazard.
- Party members act in a responsible fashion and do not behave in a way likely to cause damage to property or offence or danger, to other people.
- All party members are at the correct departure point in good time for their departure. We cannot be held responsible for any loss or expense suffered due to any party member's late arrival at the departure point.

11 BEHAVIOUR

When you book with us, you accept responsibility for any damage or loss caused by you or any member of your party. Full payment for any such damage or loss must be paid direct at the time to the accommodation owner or manager or other supplier. If you fail to do so, you will be responsible for meeting any claims subsequently made against us (together with our own and the other party's full legal costs) as a result of your actions. We expect all clients to have consideration for other people. If in our reasonable opinion or in the reasonable opinion of any other person in authority, (for example, any airline pilot, coach driver, accommodation owner or manager, or senior member of our staff), you or any member of your party behaves in such a way as to cause or be likely to cause danger, upset or distress to any third party or damage to property, we reserve the right within our reasonable discretion and without prior notice, to terminate the holiday of the person(s) concerned. In this situation, the person(s) concerned will be required to leave the accommodation or other service. We will have no further responsibility toward such person(s) including any return travel arrangements. No refunds will be made and we will not pay any expenses or costs incurred as a result of the termination.

12 DEALING WITH PROBLEMS

(a) If you have a complaint If a problem arises you should report it as quickly as possible to our Representative or Agent and the Supplier in question so that efforts can be made to rectify it to your satisfaction. Our Representative or Emergency Contact can deal with most problems on the spot, so please do not wait until you get home before reporting a problem. If we are unable to resolve matters the Party Leader must write to our Head Office within 28 days of return, explaining the problem fully. If you do not follow this simple complaints procedure your right to claim the compensation you may otherwise have been entitled to may be affected or even lost as a result. We undertake to acknowledge receipt of your letter within 14 days and within 28 days to send you a full reply or an explanation for the delay. In any event we undertake to send you a full reply within 56 days.

(b) We are a member of ABTA, membership number V5376. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. We can also 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 at <http://www.abta.com/heretohelp.shtml>

The arbitration scheme is arranged by ABTA and administered

independently by 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 form. Neither does it apply to claims which are solely in respect of physical injury or illness or their consequences. The Scheme can however deal with compensation claims which include an element of minor injury or illness subject to a limit of £1,000 on the amount the arbitrator can award per person in respect of this element.

The application for arbitration and Statement of Claim must be received by the Chartered Institute of Arbitrators within nine months of the date of return from the holiday. Outside this time limit arbitration under the Scheme may still be available if we agree, 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.

13 LIABILITY AND RESPONSIBILITY

(1) We promise that your holiday arrangements will be made, performed or provided with reasonable skill and care. This means that we will accept responsibility if, for example, you suffer death or personal injury or your contracted arrangements are not provided as promised or prove deficient as a result of the failure of ourselves, our employees, agents or suppliers to use reasonable skill and care in making, performing or providing your arrangements. Further, we will be responsible for what our employees, agents and suppliers do or do not do if they were at the time acting within the course of their employment or carrying out work we had asked them to do. It is your responsibility to show that reasonable skill and care has not been used if you wish to make a claim against us.

(2) We will not be responsible for any injury, illness, death, loss, damage, expense, cost or other claim of any description whatsoever which results from: -

- the act(s) and/or omission(s) of the person(s) affected or any member(s) of their party or

- the act(s) and/or omission(s) of a third party not connected with the provision of your arrangements and which were unforeseeable or unavoidable or

- 'force majeure' as defined in clause 9 above.

In addition, we will not be responsible where you do not enjoy your holiday or suffer any problems because of a reason you did not tell us about when you booked your holiday or where any problems you suffer did not result from any breach of our contract or other fault of ourselves or, where we were responsible for them, our suppliers or agents or where any losses, expenses, costs or other sum you have suffered relate to any business.

(3) Please note, we cannot accept responsibility for any services which do not form part of our contract. This includes, for example, any additional services or facilities which your hotel or any other supplier agrees to provide for you where the services or facilities are not advertised in our brochure and we have not agreed to arrange them.

(4) Where we are found liable for loss of and/or damage to any luggage or personal possessions (including money), the maximum amount we will have to pay you is limited to the excess amount payable under the insurance policy we offer per person affected. You are assumed to have taken out adequate insurance at the time of booking. Please also see clause 13(7) below.

(5) For all other claims which do not involve death or personal injury, the maximum amount we will have to pay you if we are found liable to you on any basis is twice the price (excluding insurance premiums and amendment charges) paid by or on behalf of the person(s) affected in total unless a lower limitation applies to your claim under clause 13(7) below. This maximum amount will only be payable where everything has gone wrong and you have not received any benefit at all from your holiday.

(6) The services and facilities included in your holiday will be deemed to be provided with reasonable skill and care if they comply with any local regulations which apply, or, if there are no applicable local regulations, if they are reasonable when compared to the local standards in practice. The fact that services or facilities fail to comply with local or UK guidance or advice shall not of itself mean that the services or facilities in question have not been provided with reasonable skill and care.

(7) Where any claim or part of a claim (including those involving death or personal injury) concerns or is based on any travel arrangements (including the process of getting on and/or off the transport concerned) provided by any air, sea, rail or road carrier or any stay in a hotel, the maximum amount of compensation we will have to pay you will be limited. The most we will have to pay you for that claim or that part of a claim if we are found liable to you on any basis is the most the carrier or hotel keeper concerned would have

to pay under the international convention or regulation which applies to the travel arrangements or hotel stay in question (for example, the Warsaw Convention as amended for international travel by air and/or for airlines with an operating licence granted by an EU country, the EU Regulation on Air Carrier Liability for national and international travel by air, the Athens convention for international travel by sea). Where a carrier or hotel would not be obliged to make any payment to you under the applicable International Convention or Regulation in respect of a claim or part of a claim, we will not be obliged to make a payment to you for that claim or part of the claim. Copies of the applicable international conventions and regulations are available from us on request. In any circumstances in which the carrier is liable to you by virtue of the Denied Boarding Regulation 2004, any liability we may have to you under our contract with you, arising out of the same facts, is limited to the remedies provided under the Regulation as if (for this purpose only) we were a carrier. When making any payment, we are entitled to deduct any money which you have received or are entitled to receive from the transport provider or hotelier for the complaint or claim in question.

(8) You must provide ourselves and our insurers with all assistance we may reasonably require. You must also tell us and the supplier concerned about your claim or complaint as set out in clause 12(a) above. If asked to do so, you must transfer to us or our insurers any rights you have against the supplier or whoever else is responsible for your claim or complaint (if the person concerned is under 18, their parent or guardian must do so). You must also agree to cooperate fully with us and our insurers if we or our insurers want to enforce any rights which are transferred.

(9) Many of the services which make up your holiday are provided by independent suppliers. Those suppliers provide these services in accordance with their own terms and conditions. Some of these terms and conditions may limit or exclude the supplier's liability to you, usually in accordance with applicable International Conventions (see clause 13 (7)). Copies of the relevant parts of these terms and conditions are available on request from ourselves or the supplier concerned.

(10) This clause 13 is intended to set out our obligations to you as an organiser under the Package Travel, Package Holidays and Package Tours Regulations 1992. We will not accept any further or different liability than these Regulations impose. In addition, regardless of any contrary representations made by us, we only promise to use reasonable skill and care as set out above and we do not have any further or different liability to you.

14 SAFETY STANDARDS

Please note: The requirements and standards of the country in which services are provided apply and not those of the UK. These requirements and standards will not be the same as the UK and may sometimes be lower.

15 ITINERARY CHANGES AND FLIGHT TIMINGS

Whilst we take care to ensure that all timings on our itineraries are accurate, we cannot guarantee them as they are subject to local weather and traffic conditions which can cause delays. The flight timings given on booking are for general guidance only and are subject to change. The latest timings will be shown on your confirmation invoice. However, the actual flight times will be those shown on your tickets which will be despatched to you approximately two weeks before departure. You must accordingly check your tickets very carefully immediately on receipt to ensure you have the correct flight times. It is possible that flight times may be changed even after tickets have been despatched - we will contact you as soon as possible if this occurs. We are not always in a position to confirm the airline, aircraft type and airport of destination which will be used in connection with any flight included in your holiday. When this information is provided at the time of booking or subsequently, it is subject to change. Any such change will not entitle you to cancel or change to other arrangements without paying our normal charges.

16 DATA PROTECTION

(For the purposes of the Data Protection Act 1998 and ABTA Code of Conduct 2000)

For the purposes of the Data Protection Act 1998, we, Equity Travel are a data controller. In order to process your booking, we need to collect certain personal details from you. These details will include, where applicable, the names and addresses of party members, credit/debit card or other payment details, and special requirements (including some sensitive data, as defined by the Act), such as those relating to any disability or medical condition which may affect the chosen holiday arrangements and any dietary restrictions which may disclose your religious beliefs. If we need any other personal details, we will tell you before we obtain them from you. We need to pass on your personal details to the companies and organisations who need to know them so that your holiday can be provided (for example your airline, hotel, other supplier, credit/debit card company or bank). Such companies and organisations may be outside the European Union, Norway, Iceland or Liechtenstein if your holiday is to take place or involves suppliers outside these countries. We would also like to use your personal details to send you information concerning the holidays and services we offer. All details you give us in connection with your booking (including those

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relating to any disability or medical condition or your religious beliefs (sensitive data), will be kept by us but we will only use names and addresses for marketing. Occasionally, we may sell and/or share clients' names and addresses (but not sensitive data- see above) to other companies or organisations who offer goods or services which we feel may interest you. We will ask you for your consent first before doing this. Except where expressly permitted by the Data Protection Act, we will only deal with the personal details you give us as set out above unless you agree otherwise. We have appropriate security measures in place to protect this information. You are generally entitled to ask us (by letter or e-mail) what details of yours are being held or processed, for what purpose and to whom they may be or have been disclosed. We will charge a fee to respond to such a request. We promise to respond to your request within 40 days of receiving your written request and fee. In certain limited circumstances we are entitled to refuse your request.

17 FREE PLACES AND OTHER OFFERS

Free places and other offers (where applicable to your holiday) are subject to the minimum numbers stated in the brochure. Free places are guaranteed only after final payment has been received by Equity. Please also see How to Book. Clause A Terms Of Payment And Deposits - Equity Student Travel

You should send an Initial Deposit of £45 for coach tours, £75 for rail tours (including Eurostar), £75 airtours, and £85 for worldwide tours per paying member at the time of booking (or full payment if booking 10 weeks or less before departure ("late bookings"))

At least 16 weeks before departure we will send you Final Details Forms which you must complete and return no later than 14 weeks before departure.

An invoice for the balance due will be sent 10 weeks before departure. The full amount outstanding must be received by us no later than 8 weeks before departure.

If we do not receive all payments due in full and on time, we reserve the right, at our discretion, to treat your booking as cancelled by you

(in which case the cancellation charges set out in table B will be payable) and/or levy Late Payment penalties of £5 per person per week.

Tickets are usually dispatched around 2 weeks before departure.

18 FLIGHTS

(a) Please note the existence of a "Community list" (available for inspection at http://europa.eu.int/comm/transport/air/safety/flywell_en.htm) detailing air carriers that are subject to an operating ban with the EU Community.

Under EU Law, you have rights in some circumstances to refunds and/or compensation from the airline in cases of denied boarding, cancellation or delay to flights. Full details of these rights will be publicised at EU airports and will also be available from airlines. Reimbursement in such cases is the responsibility of the airline and will not automatically entitle you to a refund of your holiday price from us. Your rights to a refund and/or compensation from us are set out in clause 9 above. If the airline does not comply with these rules you should complain to the air transport users council on 02072406061 www.auc.org.uk. Please note that in accordance with Air Navigation Orders in order to qualify for infant status, a child must be under 2 years of age on the date of its return flight.

(b) Delay

We regret we are not in a position to offer you any assistance in the event of delay at your outward or homeward point of departure. Any airline concerned may however provide refreshments etc.

(c) Passports, visas and health requirements

The passport, visa and health requirements applicable at the time of printing to British citizens for the arrangements we offer are shown elsewhere in this brochure. Other than British passport holders must check passport and visa requirements with the Embassy or Consulate of the country(ies) to or through which you are intending

to travel. Requirements may change and you must check me up to date position in good time before departure. For European holidays you should obtain a completed and issued form EHIC prior to departure.

It is your responsibility to ensure that you are in possession of all necessary travel and health documents before departure. We regret we cannot accept any liability if you are refused entry onto any transport or into any country due to failure on your part to carry correct documentation. If failure to have any necessary travel or other documents results to fines, surcharges or other financial penalty being imposed on us, you will be responsible for reimbursing us accordingly.

Equity Student Travel Table B - CANCELLATION CHARGES (please refer to Clause 8 above)

Period before departure	Cancellation charge
70-35 days before departure	65%
34-15 days before departure	75%
14-8 day before departure	90%
7 days or less before departure	100%

Table C COMPENSATION (please refer to clause 9 above)

Period before departure	Compensation per person significant change or cancellation is notified to you or your travel agent
More than 70 days	Nil
70-35 days	£10
34-15 days	£15
14 days or less	£20

HOW OUR PRICES ARE CALCULATED

The prices shown were calculated on 12th September 2008 on the basis of the then known costs and exchange rates of £1 to €1.2550 and £1 to \$1.7675.

DEPOSIT PAYMENT DUE DATES

IMPORTANT DEPOSIT DEADLINES COACH TOURS:

£45 ppp Deposit due by the option expiry date on your quotation letter.

IMPORTANT DEPOSIT DEADLINES RAIL TOURS (INCLUDING EUROSTAR):

£75 ppp Deposit due by the option expiry date on your quotation letter.

IMPORTANT DEPOSIT DEADLINES EUROPEAN SCHEDULED AIR TOURS:

£75 ppp Deposit due by the option expiry date on your quotation letter.

IMPORTANT DEPOSIT DEADLINES EUROPEAN LOW COST AIR TOURS:

£120 ppp Deposit due by the option expiry date on your quotation letter.

IMPORTANT DEPOSIT DEADLINES USA AIR TOURS:

£95 ppp Deposit due by the option expiry date on your quotation letter.

