

## WHO WE ARE

Just Sardinia, Just Corsica, Just Sicily and Expertoitaly are all trading names of Hargreaves & Nurse Ltd. Registration Number: 4080294 (and VAT registered number 760 536 139). Registered Office: 14 Silver Business Park, Airfield Way, Christchurch, Dorset, BH23 3TA.

## WHAT WE SELL

### Package Holidays

A “package holiday” is a combination of at least two elements which may include accommodation, ground transportation i.e. a hire car or transfer, flights or other resort services which form a significant part of your holiday and booked through us at an inclusive price. These holidays are protected under the Package Tours Regulations. These regulations require us to provide security for the monies that you pay for the package holidays booked from this brochure or website (see Your Financial Protection).

### Accommodation Only

An “accommodation only” booking is a single element of accommodation booked through us. If you book accommodation through us, we will accept responsibility for your booking in accordance with the terms set out in the relevant sections below. As this is a single component, the Package Travel, Package Holidays and Package Tours Regulations do not apply. However Hargreaves & Nurse Ltd will protect your money under our ABTA bond (see Your Financial Protection).

## YOUR FINANCIAL PROTECTION

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 the website & brochure. We provide this security by way of an ATOL (Air Travel Organiser’s Licence) for holidays that include a flight in the package (ATOL number 10217) administered by the Civil Aviation Authority and a bond held by ABTA for holidays that do not include flights in the package (ABTA number W6775).

### ATOL

Hargreaves & Nurse Ltd provide full financial protection for our “package holidays”. For flight based holidays this is through our Air Travel Organiser’s Licence number 10217. For further information visit the ATOL website at [www.atol.org.uk](http://www.atol.org.uk). The price of our air holiday packages includes the amount of £2.50 per person as part of the ATOL Protection Contribution (APC) we pay to the CAA.

When you buy an ATOL protected flight or flight inclusive holiday from us you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong. You must take this certificate with you when you travel. (This can be as a PDF on your mobile device.) 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). If we are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.

### ABTA

We are a Member of ABTA, membership number W6775. When you buy a package holiday that doesn’t include a flight, i.e. accommodation, car hire or transfer you are protected by way of a bond held by ABTA and provided by The Independent’s Advantage Insurance Company Ltd. We are obliged to maintain a high standard of service to you by ABTA’s Code of Conduct. We can also offer you ABTA’s scheme for the resolution of disputes which is approved by the Chartered Trading Standards Institute. If we can’t resolve your complaint, go to [www.abta.com](http://www.abta.com) to use ABTA’s simple procedure. Further information on the Code and ABTA’s assistance in resolving disputes can be found on [www.abta.com](http://www.abta.com).

## YOUR CONTRACT

Your contract is made on the terms of these 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. When you make a booking you guarantee that you are over 18 years and have the authority to accept and do accept on behalf of your party the terms of these booking conditions. A contract will exist as soon as you or your travel agent call, email, book online, live chat or fax our sales office to make a booking, and we reserve all the elements of your holiday and confirm the booking to you (verbally, in person, on the telephone, online or in writing). A booking reference number will be given to you at this time. By asking us to confirm your holiday booking you are accepting the terms of this agreement and consent to us processing personal information about you and other members of your party (see Data Protection).

Your contract is made on the terms of these booking conditions. You will be required to pay a deposit of £120 for each person (including infants) when you book. Please note your booking deposit maybe increased or there may be a charge payable for some accommodation or flight bookings where it is necessary to secure specific facilities with full payment at time of booking e.g. specific types of airline tickets or special offers. The balance must be paid at least 8 weeks before departure otherwise the booking may be cancelled by us and you will be liable for cancellation charges as stated below. On receipt of our confirmation invoice, it is important that you check all details are correct, including the spelling of all names, and if they are not correct you must contact your travel agent or us immediately. Any changes must be brought to our attention before your ticket wallet is issued (usually 2/3 weeks before departure) or you will be liable for any costs incurred for the re-issuing of tickets and travel documents.

Excursions or other tours that you may choose to book or pay for whilst you are on holiday are not part of your package holiday provided by us. For any excursion or other tour that you book, your contract will be with the operator of the excursion or tour and not with us. We are not responsible for the provision of the excursion or tour or for anything that happens during the course of its provision by the operator.

## YOUR HOLIDAY PRICE

Prices included in the brochure and website are in UK pounds and were calculated using an exchange rate of 1.10 Euros to £1 on the 20 November 2017 however, we reserve the right to change any of those prices from time to time.

We will be able to tell you the up to date price of your holiday and of any other services advertised in this brochure and website before your contract is confirmed at the time of booking. 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 mean that the price of your travel arrangements 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 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 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 have the option of accepting a change to another holiday if we are able to offer one (we will refund any price difference if the alternative is of a lower value), or cancelling and receiving a full refund of all monies paid, except for any amendment charges. Should you decide to cancel:

- 1) 1) you must do so within 14 days from the date on your final invoice
- 2) 2) We will provide a refund of insurance premiums paid to us if you can show that you are unable to transfer or reuse your policy.

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.

When you buy a flight based holiday through a travel agent, all monies you pay to the travel agent are held by them on behalf of 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 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. Please note that all prices quoted on our website include early booking offers, supplements and reductions.

## IF WE CHANGE OR CANCEL YOUR HOLIDAY

### Package Holidays

It is unlikely that we will have to make any changes to your travel arrangements, but we do plan the arrangements many months in advance. Occasionally, we may have to make changes and we reserve the right to do so at any time. Most of these changes will be minor and we will advise you or your travel agent of them at the earliest possible date. We also reserve the right in any circumstance to cancel your travel arrangements, for example, if the minimum number of clients required for a particular travel arrangement is not reached, we may have to cancel it. However, we will not cancel your travel arrangements less than 8 weeks before your departure date, except for reasons of force majeure or failure by you to pay the final balance. If we are unable to provide the booked travel arrangements, you can either have a refund of all monies paid or accept an offer of alternative travel arrangements of comparable standard from us, if available. (We will refund any price difference if the alternative is of a lower value.) If it is necessary to cancel your travel arrangements, we will pay to you compensation as set out in this clause. Please note that carriers such as airlines used in the brochure may be subject to change and such a change is deemed to be a minor change. Other examples of minor changes include alteration of your outward/return flights by less than 12 hours, changes of aircraft type, change of accommodation to another of the same standard.

### Major Changes

We consider a major change as one involving a change or substitution of accommodation to a lower grade than stated in our website or brochure (whether star rating or our own vine rating), a change of UK departure airport (except between London airports: Heathrow, Gatwick, City Airport, Luton, Stansted and Southend), a change in the time of your departure or return flight by more than 12 hours (but not a flight delay as this is covered under insurance). These changes are only examples and there may be other significant changes which constitute major changes.

Period before departure when a major change is notified	Compensation payable per passenger
More than 56 days	NIL
55-29 days	£10
28-7 days	£15
Less than 7 days	£25
	Child Pro-rata

This standard payment will not affect your statutory or other legal rights. The compensation that we offer does not exclude you from claiming more if you are entitled to do so.

### Important Note-Events Beyond Our Control

**Force Majeure:** We will not pay you compensation if we have to cancel or change your travel arrangements in any way because of unusual or unforeseeable circumstances beyond our control. These can include, for example, war, riot, industrial dispute, terrorist activity and its consequences, natural or nuclear disaster, fire, adverse weather conditions, epidemics and pandemics and unavoidable technical problems with transport.

### Accommodation Only

We reserve the right to change or cancel your booking. Subject to the note below, if we make a change and you don't want to accept it, you can take any alternative accommodation we are able to offer you (you will pay the increase in cost if the replacement is advertised at a higher price than your original booking, or receive a refund of the difference if it is less expensive) or a refund of the money you have paid to us. This does not apply where the change is not material. Examples of non-material changes include, but are not limited to, temporary withdrawal of facilities or seasonal unavailability of amenities. Subject to the note below, if we have to cancel, again we may be able to offer you an alternative. If you accept it, you would pay the difference if it was advertised at a higher price than your original accommodation, or receive a refund of the difference

if it was advertised at a lower price. Or we will refund the monies you have paid us for your accommodation. We will not be responsible to pay any compensation following a change or a cancellation by us. Any amendment or cancellation fees you incur in terms of other arrangements you have made with other providers under separate contracts are not claimable from us.

## Important Note

**Force Majeure:** If a change or cancellation occurs because of circumstances beyond our control, for example war, riot, industrial dispute, actual or threatened terrorist activity and its consequences, natural or nuclear disaster, fire, adverse weather conditions, flood, epidemic or pandemic illness and all similar situations we will have no liability to you. No compensation, costs, expenses or any other sums, including the cost of securing alternative accommodation will be paid by us.

## IF YOU WISH TO CHANGE YOUR BOOKING

If, after our confirmation invoice has been issued, you wish to change your travel arrangements in any way, for example your chosen departure date or accommodation, we will do our utmost to make these changes but it may not always be possible. Any request for changes to be made must be in writing from the person who made the booking or your travel agent. You will be asked to pay an administration charge of £25, and any further cost we incur in making this alteration. You should be aware that these costs could increase the closer to the departure date that changes are made and you should contact us as soon as possible. Note: Certain travel arrangements (e.g. flight 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 arrangements. If all names change on any booking, then cancellation charges will apply. Any alterations made within 8 weeks of departure may be treated as cancellations and re-bookings.

**Please note:** Once you have booked your own flight, a change of name and/or departure details are not always permitted by airlines. Please refer to your chosen flight carrier T&C's.

## IF YOU WISH TO CANCEL YOUR BOOKING

You, or any member of your party, may cancel your travel arrangements at any time. Written notification from the person who made the booking or your travel agent must be received at our offices. Since we incur costs in cancelling your travel arrangements, you will have to pay cancellation charges as follows:

No. of days before departure	Cancellation Charge
Over 56	Loss of deposit
55-29	50%
28-22	75%
21-8	90%
7-0	100%

Please note: When booking certain flights with some airlines, such as those that require full payment at the time of booking, a 100% cancellation charge from the time of booking will apply. If the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim these charges.

## Complaints

If something is not satisfactory during your holiday, you must report it to our Resort Representative and the relevant supplier, who will do everything they can to resolve the problem as soon as possible. We would prefer to solve the problem locally. If you fail to follow this simple procedure we will have been deprived of the opportunity to investigate and rectify your complaint whilst you were in resort and this may affect your rights under this contract. If the matter cannot be resolved while you are on holiday, please email [customerservices@hnholidays.co.uk](mailto:customerservices@hnholidays.co.uk) or write to us within 28 days of your return to allow the matter to be investigated properly. If a complaint cannot be settled between us you may, if you wish, refer the matter to arbitration. We offer ABTA's scheme for the resolution of disputes which is approved by the Chartered Trading Standards Institute. If we can't resolve your complaint, go to [www.abta.com](http://www.abta.com) to use ABTA's simple procedure. Further information on the Code and ABTA's assistance in resolving disputes can be found on [www.abta.com](http://www.abta.com). For injury and illness claims, you can request the ABTA Mediation Procedure and we have the option to agree to mediation. Further information on ABTA's assistance in resolving disputes can be found on [www.abta.com](http://www.abta.com). You can also access the European Commission Online Dispute (ODR) Resolution platform at [www.ec.europa.eu/consumers/odr/](http://www.ec.europa.eu/consumers/odr/). This ODR platform is a means of registering your complaint with us; it will not determine how your complaint should be resolved.

## OUR LIABILITY TO YOU

### Package Holidays

If the contract we have with you is not performed or is improperly performed by us or our suppliers, we will pay you appropriate compensation if this has affected the enjoyment of your travel arrangements. However we will not be liable where any failure in the performance of the contract is due to: You; or a third party unconnected with the provision of the travel arrangements and where the failure is unforeseeable or unavoidable; or unusual and 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 we or our suppliers, even with all due care, could not foresee or forestall.

Our liability, except in cases involving death, injury or illness, shall be limited to a maximum of twice the invoice total. Our liability will also be limited in accordance with and/or in an identical manner to:

- a) a) The contractual terms of the companies that provides the transportation for your travel arrangements. These terms are incorporated into this contract; and
- b) b) Any relevant international convention, for example the Montreal Convention in respect of travel by air, the Athens Convention in respect of travel by sea, the Berne Convention in respect of travel by rail and the Paris Convention in respect of the provision of accommodation, which limit the amount of compensation that you can claim for death, injury, delay to passengers and loss, damage and delay to luggage. We are to be regarded as having all benefit of any limitation of compensation contained in these or any conventions.

## Accommodation Only

We have a duty to select the accommodation providers with reasonable skill and care. We have no liability to you for the actual provision of the accommodation, except in cases where it is proved that we have breached that duty and damage to you has been caused. Therefore, providing we have selected the provider with reasonable care and skill, we will have no liability to you for anything that happens at the accommodation or any acts or omissions of the provider or others. We also have no liability in the following situations:

- i. i. Where the accommodation cannot be provided as booked, due to circumstances beyond our control (see the Note in clause 'If We Change or Cancel Your Holiday').
- ii. ii. Where you incur any loss or damage that could not have been foreseen at the time of your booking, based on the information provided by you.
- iii. iii. Where you incur any loss or damage that relates to any business activity.
- iv. iv. Where any loss or damage relates to any services which do not form part of our contract with you.

If we are found liable to you on any basis, we limit the amount we have to pay you to a maximum of three times the cost of your accommodation. This limit does not apply to cases involving death or injury.

## PROMPT ASSISTANCE IN RESORT

If the contract we have with you is not performed or is improperly performed as a result of failures attributable to a third party unconnected with the provision of the services, or as a result of failures due to unusual and 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 we or our suppliers, even with all due care, could not foresee or forestall, and you suffer an injury or other material loss, we will offer you such prompt assistance as is reasonable in the circumstances.

## ANTI-SOCIAL BEHAVIOUR

When you book through us, you accept responsibility for the proper conduct of all members of your party during your stay. We reserve the right at any time to terminate the stay of any party member(s) whose behaviour is such, in the reasonable opinion of the accommodation provider or us, as to cause or to be likely to cause danger, upset or distress to anyone else or damage to property. Full cancellation charges will then apply and no refund will be given. Furthermore, we shall be under no obligation whatsoever to pay compensation or meet any costs or expenses (including but not limited to alternative accommodation) you may incur as a result of your stay being terminated. If you cause damage to the accommodation in which you are staying, you must fully reimburse the accommodation provider concerned for the cost of the damage before the end of your stay if the cost has been established by them or as soon as it has been established if later. You must also indemnify us for the full amount of any claim (including all legal costs) made against us by the accommodation provider or any third party as a result. This will also apply if, in the opinion of the transport carrier, you appear unfit to travel or are likely to cause disturbance or danger to other passengers.

## THE CONDITIONS OF YOUR TICKET

When you travel by air or by sea, your journey maybe subject to certain international conventions such as the Warsaw Convention, Montreal Convention or Athens Convention. You agree that the transport company's own Conditions of Carriage will apply to you on that journey. When arranging this transportation for you, we rely on the terms and conditions contained within these international conventions.

## ESSENTIAL INFORMATION

### Flight Information

Flights provided by Hargreaves & Nurse Ltd using British Airways, easyJet, Ryanair, Meridiana, Jet2, Flybe, Thomsonfly, Alitalia, Airone, Titan Airways, Air France, BMI Regional, Air Corsica and other schedule, low cost and charter airlines, are protected by ATOL. The intended airlines may be substituted by alternative airlines if necessary. Flight times shown are for your guidance only, confirmed flight times will be printed on your flight e-tickets/boarding passes. Please check these carefully when you receive them. Airline regulations require women who are 28 weeks or more pregnant, on the date of return travel, to have a doctor's certificate stating that they are fit to travel. This brochure and website are our responsibility, as your tour operator. It is not issued on behalf of, and does not commit the airlines mentioned herein or any airline whose services are used in the course of your travel arrangements. 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. If you have booked your own flight, but the rest of your holiday with Hargreaves & Nurse Ltd, the flight element of your holiday will be subject to the terms and conditions of that airline and are not protected by Hargreaves & Nurse Ltd.

### Flight Delays

Unfortunately some flights may be delayed. These delays are completely outside of our control but we will liaise with our resort staff to make sure any delay is as comfortable as possible, your overseas transfer arrangements are changed if necessary and your accommodation is informed of your late arrival or departure. Our objective is to minimise the nuisance of delays as much as possible.

## CAR HIRE

**Your responsibility:** Please ensure that you read and understand the terms and conditions of your car hire contract and that you check the condition of the vehicle at pick up and drop off.

**THE VEHICLE IS YOUR RESPONSIBILITY DURING THE RENTAL PERIOD.**

**Prices:** Are based on same airport pick up and drop off.

**Deposit:** Deposit: When collecting your car, the principal driver will be asked for a deposit of approximately €1,000-€2,000 depending on car category and additional optional insurance. This can be held with an imprint of a major credit or debit card (Visa, Mastercard or Amex) locally upon arrival and will be used in case of accidents, damage or to replace fuel (please note in Corsica the deposit can only be held on a CREDIT card).

**Out of hours:** An out of hour's collection charge will apply when the pickup is out of the supplier's normal opening hours. Approximately €37.

**Driver restrictions:** Drivers aged 18-24 are required to pay the mandatory young driver supplement from €21 per day and will have restricted choice of car depending on age. Europcar do not have a maximum age limit. All drivers must hold a full driving licence.

**Additional drivers:** Extra drivers can be added on arrival at the airport at a charge of €7 per day in Sardinia and Sicily and €8 per rental in Corsica.

**Car returns:** Please return your car between the set times (normally not more than 1-2 hours prior to take off), as the car hire representative may not arrive at the airport until that time. A charge may apply for out of hours drop off.

**Fuel:** The car must be returned with a full tank of fuel, otherwise you will be charged a minimum fee of €30 plus the price of the fuel.

**Cleaning:** If the vehicle is returned with the interior dirty you may be charged a minimum of €15 for cleaning.

**Lost keys:** In case of the loss of the car keys a minimum fee of €250 plus the cost of collecting the car must be paid locally to the car hire company.

**Short rentals:** If you require a car for 1 or 2 days, this can be arranged locally with our Representatives.

**Child seats:** Child seats can be pre-booked in the UK at a cost of €85 per seat per booking paid for locally. You will be offered a child seat based on the table below:

- Baby seat (0-12mths / 0-13kg)
- Child seat (1-3yrs / 9-18kg)
- Child seat (4-7yrs / 15-30kg)
- Child booster seat (less than 135cm)

**Airport to airport:** If you intend to pick up and drop off your car at different airports, an extra charge of €90 will be charged locally, this must be pre-booked. Please note when hiring a car from Corsica this cannot be taken to Sardinia.

**Extra insurance:** On arrival you will be offered extra insurance. This is not compulsory but offers extra fully comprehensive insurance SCDW (Super Collision Damage Waiver) with no excess and costs approximately €13-50 per day depending on the car type, size and country. Please note that this does not cover the roof, chassis, tyres, windscreen, the inside of the car and vandalism. These items can be covered with further additional policies.

**Car hire excess insurance:** Alternatively Hargreaves & Nurse Ltd and [CarhireXS.com](http://CarhireXS.com) have teamed up to offer car hire excess insurance. From as little as £2.49 per day or £39.99 for an annual policy, [CarhireXS.com](http://CarhireXS.com) can cover the excess on your car hire whilst abroad. For further information visit

[www.justsardinia.co.uk/carhire](http://www.justsardinia.co.uk/carhire)

[www.justsicily.co.uk/carhire](http://www.justsicily.co.uk/carhire)

[www.justcorsica.co.uk/carhire](http://www.justcorsica.co.uk/carhire)

**Flight times:** You may be charged for an extra days car hire depending on your flight arrival and departure times. Our Reservation Team will advise at the time of booking.

**Luggage space:** Some cars have limited luggage space and although have 4 seats will not hold 4 suitcases.

**Driving licence:** Anyone wishing to drive the hire car must have a valid full driving licence and this must be the original. Our car hire supplier has confirmed that the photo card driving licence will be sufficient enough to hire a car in Sardinia, Sicily and Corsica and no further information will be required from the DVLA.

**Lights:** It is Italian law to drive with your headlights on at all times.

**Availability:** Cars are subject to availability at the time of booking. If the type of car cannot be supplied, we will supply a similar make and model in the same group. The car hire company reserves the right to change makes and models of cars at their discretion.

## Included In The Price Of Your Hire Car:

Airport pick up and drop off, all taxes, unlimited mileage, third party insurance, CDW, theft waiver, 1 driver and A/C.

## Not Included In The Hire Car Price:

Extra insurance, hotel drop off and pick up fees, additional drivers, one way rentals, child seats, young driver supplement, out of hours pick up fee.

## TRAVEL INSURANCE

It is your responsibility to ensure that you are adequately insured. We strongly advise that you take out insurance, which should include cover against the cost of cancellation by you and assistance (including repatriation) in the event of accident or illness. It is particularly important that you have the right cover for what you want to do on your holiday. For further information visit

[www.justsardinia.co.uk/travelinsurance](http://www.justsardinia.co.uk/travelinsurance)

[www.justsicily.co.uk/travelinsurance](http://www.justsicily.co.uk/travelinsurance)

[www.justcorsica.co.uk/travelinsurance](http://www.justcorsica.co.uk/travelinsurance)

## PASSPORTS, VISAS & TRAVEL DOCUMENTS

Your specific passport and visa requirements, and other immigration requirements are your responsibility and you should confirm these with the relevant Embassies and/or Consulates. We do not accept any responsibility if you cannot travel because you have not complied with any passport, visa or immigration requirements. British citizens currently do not require a visa to visit Italy or France, however, your passport must be valid past your return date. If you are not a British citizen or require further information on passport and visa requirements please visit [www.gov.uk/foreign-travel-advice](http://www.gov.uk/foreign-travel-advice). If planning to hire a car, please ensure that all drivers take their original driving licence with them for presentation to the car hire company at the pick up point. You will also need a major credit card. We cannot be held responsible for any failure on your part to provide these documents. Please note that you should carry some form of ID with you at all times in Italy.

## HEALTH & SAFETY

Your wellbeing whilst on holiday is of prime importance to us and we will do our best to ensure your holiday is safe and trouble free by working with our accommodation and service providers to improve standards. It is, however, important to remember that standards abroad are not always the same as those we would expect at home and so we do ask that you take care whilst you are away. We strongly urge you to follow the safety guidelines detailed in our documentation plus any extra information afforded by individual accommodation and service providers. All properties we offer receive a regular inspection as well as on going reviews throughout the season.



**Fire safety:** Always familiarise yourself with the fire exit routes and fire safety equipment on arrival at your accommodation.

**Personal safety:** Use common sense and take the same care for your safety and belongings as you would do at home. Most resorts are generally safe but you are advised not to walk alone at night in unlit areas or obviously display valuables. We recommend the use of safety deposit facilities at your accommodation (there may be a small charge for this). Please take notice of advice given by our Representatives about local conditions.

**For Guidance and Information:** Please check with the Foreign and Commonwealth Office email: [TravelAdvicePublicEnquiries@fco.gov.uk](mailto:TravelAdvicePublicEnquiries@fco.gov.uk) or visit their website: [www.gov.uk/browse/abroad/travel-abroad](http://www.gov.uk/browse/abroad/travel-abroad).

**Inoculations:** At the time of the website going live and the brochure going to print, there are no recommended inoculations for visiting Italy or France. However, we do advise you to check the latest information with your GP or health centre.

**Health and Hygiene:** You should take care to minimise the risk of holiday illness while you are away and should take advice about your specific needs before you go.

## SPECIAL REQUESTS/REQUIREMENTS

Some of our customers have special requirements. If this is the case, please let us know in advance about any disability and our Reservations Team will be happy to help you with any special arrangements needed. Facilities for customers with special requirements will vary e.g. different types of accommodation. For details about the facilities available at each accommodation, please ask our Reservations Team for information. In most cases we will require a medical certificate from your doctor. For special requests (e.g. low floor, special meals etc.), please consult us or your travel agent when you confirm your holiday booking. We shall always do our best to meet your requirements, **BUT NO GUARANTEE IS GIVEN** as this does not form part of your holiday contract.

## PRIVACY POLICY

Hargreaves & Nurse Ltd is committed to protecting your privacy here we set out what information we collect, how we collect it, and what we do with it. Our Privacy Policy applies to you and is available on our website and in our brochure. Please ensure that others you represent on your booking are aware of the content of our Privacy Policy and consent to your acting on their behalf.

We will store and use the information which you supply to us and other members of your party, for purposes set out in our Privacy Policy.

## DATA PROTECTION

By giving us your name and personal details you are consenting for them to be used to process your booking. If you do not agree to our use of your information we cannot do business with you or accept your booking.

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 onto any person not responsible for part of your travel arrangements. This applies to any sensitive information that you give to us such as details of any disabilities, or dietary/religious requirements. Please note that where information is also held by your travel agent, this is subject to your agents own data protection policy.

## RECORDING OF TELEPHONE CALLS

To ensure we carry out your instructions accurately and in order to help improve our service through staff training we monitor and record telephone calls. All recordings are and shall remain our sole property.

Storing of Credit and Debit Card information

Hargreaves & Nurse Ltd will only store the last 4 digits of your credit or debit card number, we do not store any other financial information.

## MARKETING

We may also send you holiday brochures, emails, special offers and other marketing materials from time to time. If you do not wish to receive these please advise our Reservations Team.

## COOKIES

Cookies are simple pieces of data stored on your hard drive. They are safe as they cannot be used to disseminate viruses and they can't be executed as code. We use cookies on the booking pages to aid your progress through the booking process, no personal information is stored in the cookie. This is a 'session' cookie and will be deleted whenever you close the browser. We also use Google Analytics to collect statistical data about our visitors. We collect this information in a way that does not identify you and the data is not shared with anybody else.

## THIRD PARTY COOKIES

We also use third party sites which may store cookies on your machine. We have no control over these cookies.

## YOUR RIGHTS

You are entitled to a copy of your information held by us (for a £10 fee). If you would like to see this please contact us and to correct any inaccuracies.

## BROCHURE & WEBSITE ACCURACY

We take great care to ensure that the facts in the brochure and on the website are checked in conjunction with our overseas suppliers and are as accurate as possible when the website and brochure are published. However, changes can and do occur after publication, which are beyond our control. For example: Sometimes a hotel may change from full waiter service to buffet service or vice versa; a pool maybe closed for maintenance or A/C may only be available at certain times of day and/or year. You will be informed about any changes at the time of booking if we know about them. If you have already booked, we will do our best to tell you about changes, if there is time before departure, if we have been informed.

## LOW SEASON AVAILABILITY OF FACILITIES

Some advertised hotel facilities might not be available or fully operational in the early or late part of the season, depending on the number of guests at the hotel or weather conditions (e.g. A/C may not be turned on in low season and additional restaurants, bars and swimming pools may not be in use). Accommodation facilities are subject to change at the management's discretion. We will endeavour to inform you as soon as possible of any changes that may affect your holiday, prior to your departure if we have been informed in time.

## SWIMMING POOLS

Unless otherwise stated swimming pools are not heated. The water in the swimming pools is fresh or sea water as stated on the accommodation page. Hotel swimming pools normally have a lifeguard and may be closed during lunch time and in the evenings and you may be asked to refrain from using the pool during these hours.

## WHAT'S INCLUDED IN YOUR HOLIDAY PRICE

### Package Holiday Including A Flight

- Return ATOL protected flights from the UK
- UK and prepaid overseas departure taxes
- Services listed under Package Holiday Not Including A Flight
- May include transfers and/or car hire

### Package Holiday Not Including A Flight

- Accommodation as specified on the individual page
- The services of our Representatives
- Emergency telephone number and resort assistance
- Transfers or car hire
- All local accommodation taxes

### Accommodation Only

- Accommodation as specified on the individual page
- The services of our Representatives
- Emergency telephone number and resort assistance

### What's Not Included In Your Holiday Price

- Travel and medical holiday insurance. Please visit our website and follow the Holiday Extras link.
- Currently unknown taxes and costs (including fuel surcharges) e.g. should a government tourist tax be introduced or an increase in VAT which is relevant to your destination, this will have to be paid by you as a supplement or locally at your accommodation or airport
- Any extra charges levied by your accommodation for specific services or equipment e.g. cots, watersports equipment and hotel extras
- Hotel service charges