

Holiday information

MAKING A BOOKING

If you book through a travel agent, they will check details and availability with us and if you accept these as satisfactory, a formal contract will exist between you and Classic Collection Holidays. If you make a booking directly with us, we will discuss and confirm the details of the holiday with you and, if you accept these as satisfactory, a formal contract will exist between you and Classic Collection Holidays and your credit card details will be taken at that time. In either event, you must pay the appropriate initial payment or, if within 8 weeks of departure, the full holiday price. The booking form (downloadable from our website) and payment must reach us within 4 working days of the booking being confirmed and we reserve the right to cancel the booking and apply full cancellation charges if they are not received within this time. Late bookings made within 8 weeks of departure require that the total balance is paid immediately. Normal cancellation charges apply to late bookings should you subsequently cancel. Recommendations can be made by our team although the final decision as to hotel and resort suitability is ultimately your choice and we cannot be held liable for our suggestions. To help maintain our high levels of service, calls may be recorded.

Special requests such as adjoining rooms, dietary requirements etc, should be detailed under Special requests on the booking form. We will inform the property management and/or carrier of your requirements but we cannot guarantee that these will be met. Where additional local costs are involved, payment should be made directly to the supplier. If you have a **disability or suffer mobility difficulties**, please complete our Mobility Questionnaire before we confirm your booking. You may wish to research the suitability of your chosen property with Tourism for All 0845 124 9971/73 www.tourismforall.org.uk

BEFORE YOU TRAVEL

Passports, visas & travel advice Your passport, visa and immigration requirements are your responsibility and you should confirm these with 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. For British Citizens, a full ten-year passport is required for travel and it is recommended that your passport is valid for six months from your return date to the UK. Children under 16 must hold their own five-year passport. Contact the UK Passport Agency 0870 521 0410 or www.gov.uk/browse/abroad/passports for details. Please note that your name and initials on your flight tickets/documentation must match those on your passport. For up-to-date advice from the UK Foreign & Commonwealth Office about travel to, and within, your chosen destination, please visit www.gov.uk/foreign-travel-advice noting that, as advice can change, it is important to check regularly for the latest information.



Egypt entry visa Classic Collection Holidays normally includes the price of your Egyptian visa in the cost of your holiday and on arrival, you will be met by our local representative who will deal with all necessary visa administration on your behalf. We can only include visas for British Citizen passport holders, and non British Citizen passport holders should check their visa requirements with the Egyptian Consulate in London (0207 2359 777 ext 29) prior to travelling.

Vaccinations & health requirements In some countries it is wise, and sometimes obligatory, to have certain vaccinations. As regulations frequently change you should check with your GP's surgery or www.nathnac.org/travel for up to date information regarding health risks or vaccination requirements.

Travel documentation Your flight tickets including e-ticket information and holiday itinerary will normally be dispatched approx 10 days prior to departure although very late booking confirmations and e-ticket details may be forwarded by email only.

UK airport charges To cover the cost of development or improvement works, some UK airports charge an airport improvement fee which is payable within the relevant check-in area. For example, at Norwich International Airport a development fee of £10 per adult (16 years+) is payable.

OUR BROCHURE & HOLIDAY DETAILS

Brochure accuracy This brochure was printed on 8 June 2018. Details are valid for departures from 1 November 2018 to 30 April 2019 or until publication of any revised edition, or you are notified otherwise by your travel agent or our reservations staff. All the facts in this brochure are re-checked for accuracy by our staff and, where possible, our hoteliers, although of course it is always feasible, especially in low season, that facilities may be unavailable as hotels, especially those which are open all year round, will require maintenance (eg pools), redecoration and refurbishment. Service within hotels may change from time to time eg dining changes from traditional waiter service to buffet style. Such events are regrettably

beyond our control although we will alert you to significant changes at time of booking, or if you have already booked, we will contact you as soon as is reasonably possible if there is time before your departure.

Room types and upgrades Single rooms normally carry a supplement which is for the convenience of having a room to yourself and location/facilities may be inferior to that of a twin room. In family rooms and twin or double rooms that take additional beds, do note that the extra bed/s could be of a folding or convertible sofa type and beds for children may not be full adult-sized singles. When additional beds are put in a room, floor space will be reduced and cupboard access may be limited. Junior suites normally have a sitting area, and suites have a sitting area or separate sitting room. Ocean or sea view rooms enjoy views of the ocean/sea although foliage, buildings etc may sometimes interrupt a full view. Ocean facing or sea facing rooms will face the ocean/sea but will normally be on lower floors where the view of the ocean/sea may be obscured through gardens/trees etc. Side ocean view or side sea view rooms tend to offer a restricted view of the ocean or sea. Please note that the main additional feature of any room category attracting a supplement may often be its view and that this will not necessarily include additional internal room facilities or amenities.

Room upgrade supplements are normally detailed on the hotel pages, but occasionally you may see the phrase on request which means that we will have to contact the hotel for up-to-date prices.

Hotel facilities normally incur a charge eg sun loungers, tennis, squash, mini-golf, pool table, watersports, entry to disco/nightclub, use of fitness/leisure and spa facilities, children's clubs, cots, safety deposit boxes and car parking.

Check in/out & duration of holiday On arrival at hotels, check in time is normally 4pm and check out 12 noon. Most hotels can provide luggage storage and changing room facilities if you arrive earlier or stay later, and you may be able to pay locally for a late check out from your room. The number of nights on your confirmation invoice refers to the number of nights reserved for you in your hotel. If you arrive very late at night or in the early hours of the morning, your accommodation is immediately available as it will have been reserved for the whole night and this will count as one of your holiday nights.

Meal arrangements Full board normally consists of breakfast, lunch and dinner; half board is breakfast and dinner. Breakfasts are normally served buffet style. Full board or half board arrangements are generally served in the main dining room and are based on a standard table d'hôte menu although this normally includes a choice of dishes. Many hotels offer buffet style meals and some a combination of waiter and buffet service. A full a la carte menu is available for an extra cost in most of our hotels and customers should note that when half or full board is offered as a la carte dining, exclusions such as lobster, prawns etc may be available for a local supplement. Most hotels offer the option of booking any number of nights on half or full board so that you can pay in the UK and decide which nights you wish to eat at the hotel when you arrive: simply ask our reservations staff for details.

All inclusive arrangements vary widely between hotels and where this concept is offered, it is wise to check specific details at booking stage as many hotels only include local spirits and wines and may limit your choice of restaurant or dining room. As with meal arrangements (above), if a full a la carte menu or restaurant is not included within the all inclusive concept, it may be available for an additional cost and exclusions such as lobster, prawns etc may be available for a local supplement.

Dress code Due to the sophisticated nature of many of our hotel restaurants, shorts and t-shirts are unacceptable for evening dining and slightly more formal attire is recommended. Formal dress is normally required for gala dinners and if you'd like to find out further details of dress codes at a particular hotel, simply contact our reservations team.

Children & infants To take advantage of children's prices, a child must normally be aged 2-11 years at the date of return and must share a room with two adults or full fare paying passengers, although some hotels offer special reductions for a second child sharing the room, or for older children, or for a child travelling with one adult, or where children share an interconnecting room. Children paying child prices can normally benefit from reduced half board supplements (when booking same board basis as adults) and will not normally be charged room supplements although if these are payable, relevant prices will be

advised at time of booking. Normally children staying in their own room will be charged as full fare paying passengers including relevant room and half board supplements. Please note that infants and children's dates of birth (on the date of return from holiday) must be advised on the booking form. Infants (under two years of age at date of return) pay a charge to cover our administration costs and additional charges may be levied for certain flights, inter-island connections or business class cabins. Hotels will charge locally for food and cots. Please note that the regulations applied to the manufacture of cots in other countries are not as high as those in the UK and may not conform to British safety standards.

Child seats Although we can request child seats for private transfers in resort, they cannot always be guaranteed and in such cases we suggest that you bring your own (see complimentary BubbleBum page 5).

Babysitting arrangements are available at many properties although the service will vary and the sitter may not remain in the room with the child. If you wish to use a babysitting service, you must arrange and pay for it locally with the sitter who is frequently a member of the hotel staff not qualified in child care.

Health & safety All our properties are checked regularly for compliance in respect of local regulations. However, guests must exercise caution particularly with regard to fire safety, swimming pools, balconies, lifts etc, where compliance may not be equal to British standards.

Resort development may be in progress and occasionally the work involved will result in building work being in evidence. We cannot forewarn of all developments, however, if the works taking place, either through noise or other inconvenience, is felt by us to affect your overall holiday enjoyment, we will supply all such information to you directly or via your travel agent. Many of our resorts are in popular holiday destinations which invariably have busy road networks so you may encounter some traffic disturbance especially during peak season.

Representation Due to the specialist nature of our programme it is not always practical to visit our guests in their hotel especially during multi-centres, island hopping or fly drive holidays. All customers will be given emergency contact numbers and departure details will be confirmed on arrival in resort. Our resort representative or local agent will normally make contact within 24 hours of your arrival to ensure that everything is in order, although should you encounter any difficulties during your stay, please contact your hotel manager in the first instance, and if further assistance is required, simply contact our resort manager or local agent who will endeavour to resolve the problem.

YOUR HOLIDAY PRICE INCLUDES

1. Return flights (or other transportation) between the UK and overseas (where applicable)
2. Luggage allowance as specified on your documentation
3. Private transfer or hire car between the overseas airport and your hotel (as detailed on our confirmation)
4. Accommodation and board basis as detailed on your confirmation
5. Services of our representative or local office/agent
6. Any additional items or pre-booked excursions as detailed on your confirmation
7. Egyptian entry visa for British Passport holders

Please note that refunds are not available for services provided but not utilised

YOUR HOLIDAY PRICE EXCLUDES

1. Transport between your home and departure airport
2. Travel insurance (condition of booking)
3. Meals and refreshments en route, except those included on aircraft
4. Optional excursions
5. Cost of passports and relevant visas
6. Cots and local infant charges
7. Excess baggage including golf clubs etc
8. Locally payable tourist taxes (where relevant)

PLEASE NOTE Booking Conditions and Holiday details constantly change. Please see our website for up to date information.

100% FINANCIAL PROTECTION

All the ex-UK flight inclusive holidays within this brochure are financially protected by the ATOL scheme under ATOL number 5837. When you pay you will be supplied with an ATOL certificate (for further information about financial protection please see our booking conditions and www.atol.org.uk). For holidays and travel arrangements which do not include travel by air, your financial protection is administered by the Association of British Travel Agents (ABTA) under membership number W5429. In the unlikely event of our

insolvency, the CAA and/or ABTA will ensure that you are not stranded abroad and will arrange to refund any money you have paid to us for an advance booking. ABTA members help holidaymakers get the most from their travel arrangements, and assist them in the unlikely event that things do not go according to plan. Under ABTA's Code of Conduct, we maintain a high standard of service to our customers. For further information about ABTA, the Code of Conduct, and the arbitration scheme, contact ABTA tel 0207 637 2444 or www.abta.com