

# 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. 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** At the time of booking please inform us of any special requests such as adjoining rooms, dietary requirements etc. 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](http://www.tourismforall.org.uk)

## BEFORE YOU TRAVEL

**Passports, visas and travel advice** Your passport, visa, any international driving permits and 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. For British citizens, a full ten-year passport with a minimum of six months validity from the intended date of return to the UK is required for travel. Children under 16 must hold their own five-year passport. Contact the UK Passport Advice line 0300 222 0000 or [www.gov.uk/browse/abroad/passports](http://www.gov.uk/browse/abroad/passports) for information. Please note that your name and initials on your flight tickets/documentation must match those on your passport. For up to date visa information you should check the Entry Requirements page relevant to the country/ies you are visiting on the Foreign and Commonwealth Development Office (FCDO) website at [www.gov.uk/foreign-travel-advice](http://www.gov.uk/foreign-travel-advice) ensuring that you allow sufficient time to apply for any necessary visas, or to purchase e-visas via foreign government websites. If you do not hold a British Citizen's passport you should check your requirements with the relevant Embassy or Consulate. We recommend that you seek advice from the Foreign and Commonwealth Development Office regarding your holiday destinations before booking your holiday and continue to check for updated information.

**Staying safe on holiday** Your safety is of paramount importance to us whilst you are on holiday; unfortunately, crime is prevalent the world over and we urge you to take precautions overseas as you would at home. We encourage you to visit [www.counterterrorism.police.uk/staysafe/](http://www.counterterrorism.police.uk/staysafe/) which provides information and advice for holidaymakers.

**Travel documentation** Your flight tickets including e-ticket information and holiday itinerary will normally be dispatched approx. 30 days prior to departure although very late booking confirmations and e-ticket details may be forwarded by email only.

**Vaccinations & health requirements** In some countries it is wise, and sometime obligatory to have certain vaccinations. As guidance frequently changes it is strongly recommended that you check with your GP's surgery or [www.travelhealthpro.org.uk](http://www.travelhealthpro.org.uk) for up to date information regarding health risks or vaccination requirements as soon as possible but at least 6 weeks in advance of travel. If you are travelling with medication, please contact the relevant Embassy or Consulate for up to date guidance on regulations concerning the carriage of drugs.

**Mosquitoes** In many countries mosquitoes can spread disease such as dengue, chikungunya, West Nile, malaria, yellow fever and Zika virus. It is your responsibility to seek medical advice prior to travel, particularly if you have an underlying medical condition, are pregnant or plan to become pregnant within 6 months of your return. It is important to seek medical attention if you have a fever or display any other symptoms. Should you become unwell on your return please ensure that you inform your doctor of any overseas trips you have taken in the last 12 months.

**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.

## OUR BROCHURE & HOLIDAY DETAILS

**Brochure accuracy** All the facts in this brochure are 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 (e.g. pools), redecoration and refurbishment. Service within hotels may change from time to time e.g. 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. The 'from prices' displayed in our brochures are meant as a guide only to help to illustrate approximate pricing. Our 'from prices' are subject to availability and have been calculated close to the time of publishing our brochures. For further information on holiday prices see the section YOUR HOLIDAY PRICE INCLUDES printed below.

**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.

**Hotels for couples** Some hotels, particularly in long haul destinations cater for mixed sex couples only, and in some countries same sex couples are illegal. We therefore recommend that before confirming your holiday you thoroughly research your destination.

**Hotel facilities** some facilities may incur a local charge e.g. sun loungers, sports, games, use of fitness/leisure and spa facilities, children's clubs and children's amenities, safety deposit boxes and car parking. The operation of some facilities may be dependent upon seasonal demand and/or hotel occupancy rates.

**Air-conditioning** Most hotels offer in-room air-conditioning although this may be controlled centrally and might only be available at certain times of the year or subject to the prevailing weather.

**Check in/out & duration of holiday** On arrival at hotels, check in time is normally 4pm and check out 11am. 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. Full board or half board arrangements are generally served in the main dining room. Some hotels offer table d'hote. 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 travel consultants 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. 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. Specific dress is recommended for certain tours and safaris and this will be communicated at time of booking confirmation.

**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. Infants (under two years of age at date of return) pay a charge to cover any flight costs. 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.

**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** We endeavour to regularly check all our properties 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. Many of our resort are in popular holiday destinations which invariably have busy

road networks so you may encounter some traffic disturbance especially during peak season.

**Long haul weather, insects and utilities** Coastal erosion can occur on tropical islands and to beaches, due to season and weather patterns, which may necessitate the use of sandbags and sand pumping. Worldwide reef eco-systems are also suffering from the effects of climate change and extreme weather and whilst the effects aren't necessarily long-term the recovery can be slow. Due to the nature and weather in long-haul destinations it is almost inevitable that there will be a presence of insects around your accommodation. This should not be taken as a sign of uncleanliness rather a natural occurrence in warmer climes. In some of the less refined destinations we feature utilities (water and electricity) may not be as reliable as back home. Water shortages brought about by lack of rainfall may also have an effect. Hotels do all they can to maintain a good service, but occasional power cuts and water restrictions may occur.

**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 during your stay. A member of our overseas team, 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 make us, our resort manager, our resort representative or local agent aware and we will endeavour to resolve the matter.

#### 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, tours or experiences as detailed on your confirmation
- 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
3. Meals and refreshments enroute, except those included on aircraft
4. Optional excursions (unless pre-booked through us)
5. Cost of passports and relevant visas
6. Cots and local infant charges
7. Excess baggage including golf clubs etc
8. Locally payable tourist or environmental taxes (where relevant)

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

**Corporate social responsibility** The paper used in our brochures is from sustainably managed forests and controlled sources. We contribute annually to The Travel Foundation to offset emissions from our staff flights. Visit [www.thetravelfoundation.org.uk](http://www.thetravelfoundation.org.uk) to see details of their work. We also support Travelife; a global sustainability organisation which works closely with hotels helping them to improve their social, economic and environmental impacts. Additionally, we have formed an association with The Born Free Foundation, an international wildlife charity that campaigns to 'keep wildlife in the wild', see [www.bornfree.org.uk](http://www.bornfree.org.uk) for more details.

#### 100% FINANCIAL PROTECTION

All the 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](http://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 [www.abta.com](http://www.abta.com)

We are proud to be members of AITO (Association of Independent Tour Operators) [www.aito.com](http://www.aito.com) which represents many of the UK's leading holiday companies and travel agents. AITO encourages exceptionally high standards of quality and service and, as members, we agree to abide by AITO's Code of Conduct and adhere to its Quality Charter.

**Coronavirus Covid-19** Given the introduction of new health and hygiene requirements related to the Coronavirus Covid-19 pandemic, certain amenities and facilities mentioned in this brochure may be limited or unavailable. Social distancing measures, mandatory health screening, temperature checks and quarantine may be in place during your journey, in your holiday destination and on your return to the UK. Where we are made aware of any changes which we believe might have a significant impact on your holiday, we will endeavour to let you know. However, changes may be implemented at any time and at short notice. We ask for your understanding if we have not been able to inform you of any changes before your departure on holiday. Please do not travel if you have symptoms of Coronavirus Covid-19.