

1. **CONTRACT:** These are the terms on which we will make a booking for your travel or holiday requirements. When making your booking we will arrange for you to enter into a contract with the principal(s) or other supplier(s) (e.g. tour operator/airline/cruise company/accommodation company) named on your receipt(s). We can book you a package holiday with one company or we can book a single travel service with a different principal or supplier, in which case you will have a separate contract with the supplier of the single travel service booked. **Please note** that when making a single travel service booking i.e. for car hire or accommodation etc., we can only accept and confirm the booking of **one** single travel service in any one booking period. As agent we accept no responsibility for the acts or omissions of the principal(s) or supplier(s) or for the services provided by them. The principal's(s') or supplier's (s') Terms & Conditions will apply to your booking and we advise you to read these carefully as they do contain important information about your booking. Please ask us for copies of these if you do not have them. Our Terms of Business 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 live there and wish to do so. All travel arrangements which we provide or which are sold through us are not an offer by us to sell any travel arrangements, but an invitation to you to make an offer to the suppliers of the arrangements. We are free to accept that offer on behalf of those suppliers or to reject it.
2. **BOOKING DETAILS:** When a booking is made all details will be read back to you. Once you have confirmed these details we will proceed to confirm the booking with the principal(s) or supplier(s). Please check that all names, dates and timings are correct on receipt of all documents and advise us of any errors immediately. Any changes to these details will incur the charges stated below. Please ensure that the names given are the same as in the relevant passport. The booking information that you provide to us will be passed on only to the relevant suppliers of your travel arrangements or other persons necessary for the provision of your travel arrangements. The information may be provided to public authorities such as customs or immigration if required by them, or as required by law. This applies to any special category (sensitive) information that you give to us such as details of any disabilities, or dietary and religious requirements. In making this booking, you consent to this information being passed on to the relevant persons. Certain information may also be passed on to security or credit checking companies. If you are travelling to the United States, the US Customs and Border Protection will receive this information for the purposes of preventing and combating terrorism and other transnational serious crimes. If you travel outside the European Economic Area, controls on data protection may not be as strong as the legal requirements in this country. If we cannot pass this information to the relevant suppliers, whether in the EEA or not, we will be unable to provide your booking. Full details of our data protection policy are available upon request.
3. **PAYMENT:** You will be required to pay a deposit or make full payment for your booking at the time of booking. Where you only pay a deposit you must pay the full balance by the balance due date notified to you. If full payment is not received by the balance due date, we will notify the principal(s) or supplier(s) who may cancel your booking and charge the cancellation fees set out in their Terms and Conditions.

**Please note:** [InteleTravel.com](http://inteletravel.com) agents are not authorised to accept payment into their own personal accounts, e.g. no cash, cheques made out to your agent, transfers into your agent's PayPal accounts, etc. If you are asked for payment of this kind please contact [CustomerService@InteleTravel.com](mailto:CustomerService@InteleTravel.com) immediately. We only accept payment via debit and credit card for all services booked.

4. **CANCELLATION and AMENDMENT:** Any cancellation or amendment request must be sent to us in writing and will not take effect until received by us. If you cancel or amend your booking the principal(s) or supplier(s) may charge the cancellation or amendment charge shown in their Terms and Conditions (which may be 100% of the cost of the travel arrangements) and you must pay us the cancellation or amendment charge stated below.
5. **INSURANCE:** 1) Many principals/suppliers require you to take out travel insurance as a condition of booking with them. In any event, we strongly advise that you take out a policy of insurance in order to cover you and your party against the cost of cancellation by you; the cost of assistance (including repatriation) in the event of accident or illness; loss of baggage and money; and other expenses. Failure to disclose relevant information will affect your insurance.
6. **FINANCIAL PROTECTION:** All the package holidays we sell, come with protection for your money. If you buy a single travel service then this might not apply. Package holidays are protected by the package organiser and we will provide you with their confirmation. 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.

If, after selecting and paying for one travel service, you choose to book additional travel services for your trip or holiday via our company by making a further separate booking, you will NOT benefit from rights applying to packages under the Package Travel and Linked Travel Arrangements Regulations 2018. Please note that in accordance with clause 1, we will only accept and confirm the booking of **one** single travel service in any one booking period.

Therefore, we will not be responsible for the proper performance of the individual travel services. In case of problems please contact the relevant service provider.

A copy of the Package Travel and Linked Travel Arrangements Regulations 2018 can be found at <http://www.legislation.gov.uk/uksi/2018/634/contents/made>

7. DELIVERY OF DOCUMENTS: All documents (e.g. invoices/tickets/Insurance policies) that require to be posted will be sent to you by First Class post. Once documents leave our offices we will not be responsible for their loss unless such loss is due to our negligence. If tickets or other documents need to be reissued all costs must be paid by you. You can ask for delivery by other means subject to the charges stated below.

8. PASSPORTS, VISAS AND HEALTH: We can provide general information about the passport and visa requirements for your trip. 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. Neither we nor the principal(s) or supplier(s) accept any responsibility if you cannot travel because you have not complied with any passport, visa or immigration requirements. Please note that these requirements may change between booking and departure. Most countries now require passports to be valid for at least 6 months after your return date. Please take special note that for all air travel within the British Isles, airlines require photographic identification of a specific type. Please ask us for full details. We can provide general information about any health formalities required for your trip but you should check with your own doctor for your specific circumstances.

For further information please visit the following websites for destination information, foreign and commonwealth office travel advice and general information about travel formalities, visas, passports and health requirements:

- <https://www.gov.uk/foreign-travel-advice>
- <https://travelhealthpro.org.uk/>
- <https://travelaware.campaign.gov.uk/>

9. FINAL TRAVEL ARRANGEMENTS: Please ensure that all your travel, passport, visa and insurance documents are in order and that you arrive in plenty of time for checking in at the airport. It may be necessary to reconfirm your flight with the airline prior to departure. If you fail to reconfirm you may be refused permission to board the aircraft and you are unlikely to receive any refund.

10. COMPLAINTS: Because the contract(s) for your travel arrangements is between you and the principal(s) or supplier(s), any queries or concerns relating to the travel arrangements should be addressed to them. If you have a problem whilst on holiday, this must be reported to the principal/supplier or their local supplier or agent immediately. If you fail to follow this procedure there will be less opportunity to investigate and rectify your complaint. The amount of compensation you may be entitled to may be reduced or you may not receive any at all depending upon the circumstances. If you wish to complain when you return home, write to the principal/supplier. You will see the name and address plus contact details in any confirmation documents we send you. We will of course assist you with this if you wish - please contact your IntelTravel agent and copy Customer Services at [customerservice@inteletravel.com](mailto:customerservice@inteletravel.com). If the matter cannot be resolved and it involves us or another ABTA Member then you have the option to use ABTA's ADR scheme, approved by the Chartered Trading Standards Institute, see [www.abta.com](http://www.abta.com). You can also access the European Commission Online Dispute (ODR) Resolution platform at <http://ec.europa.eu/consumers/odr/>. This ODR platform is a means of notifying us of your complaint; it will not determine how your complaint should be resolved

11. SERVICE CHARGES: In certain circumstances we apply a service charge for the services we provide. Our service charges are subject to change. You will be advised of any applicable service charges before any service is carried out.

SERVICE	CHARGE
Cancellation or amendment	Principal's charge + £25 per person
Special requests after booking has been confirmed	Principal's charge + £25 per person (min £50 per booking)
Collection of surcharges/additional taxes	Principal's charge +£15
Arranging Passports and Visas	Passport/Visa fee + external passport agency fee. No IntelTravel fees apply.
Pre-booking airline seats after confirmed booking	Principal's charge only. No IntelTravel fee.

Airline Ticket Service fee	Airline fee + £10 per ticket
Tickets despatched by courier	Cost of courier + £10
Tickets despatched by insured delivery	£25
International telephone/fax calls	Cost of calls + £xx
Tailor made itinerary planning	£To be confirmed by us prior to booking (deducted from confirmed booking)