



BOOKING CONDITIONS



PILLINGER
WORLD TRAVEL

PILLINGER WORLD TRAVEL LTD acts as retail agents on behalf of the tour operator with whom your booking has been made. Tour operator is the **ATOL** holder (Air Tour Operator's License) and **ATOL** number as clearly stated on your receipt. Your reservation is subject to the tour operator's terms and conditions of booking and you are bound by these conditions, a copy of which can be made available on request.

FLIGHT TIMES & TICKETS

Flight times shown are provisional and may be subject to change, as per the tour operator's booking conditions. It is very important that flight details are re-confirmed 48 hours prior to your homeward journey as changes to flight times may be made during your time abroad. Tickets are generally issued by the tour operator or airline between seven and ten days prior to travel, however, they do reserve the right to issue documents on departure at the airport. Please contact us one week prior to departure if your travel documents have not been received.

E-TICKETS

Once you've completed your purchase you'll receive two separate emails. The first will contain your order confirmation and the second will include your tickets attached as a PDF. Simply open this file in a PDF reader (Adobe Acrobat is free to download). You now have your tickets and you can either print them out or save them to a device to print out later.

SCHEDULED FLIGHTS

Prices are only guaranteed for scheduled flight bookings once the final balance has been paid. Though very rare, your flight price is subject to surcharge on items such as fuel, airport fees or government imposed increases. If surcharges are imposed you will normally be given at least seven days notice.

INSURANCE

We recommend that all passengers take out adequate travel insurance. It is a condition of booking with most tour operators that adequate insurance cover is arranged and some airlines or tour operators may deny you from travelling if proof of insurance cannot be provided.

PAYMENT OF BALANCES

Please note that balances of payments due must be received by **PILLINGER WORLD TRAVEL LTD** no later than 12 weeks prior to travel. We reserve the right to charge an administration fee of £20 per person where payments are received after this time. We also reserve the right to levy a handling charge of up to 4% of the transaction value where payments are made by credit card and £2 for debit cards.

PASSPORTS, VISAS & HEALTH

All passengers must have a 10 year British Citizen passport (5 years for Children). You should note some countries require your passport to remain valid for at least 180 days from the date of entry. If your passport is in its final year of validity, you should check with the embassy of the country you are visiting, otherwise, travel may be denied. As it is not possible to claim against your insurance cover should you be refused in these circumstances, we suggest you allow plenty of time to make these checks.

Please be aware that customers are responsible for any visa or inoculation requirements for their destination. You may wish to obtain a copy of a useful booklet called Health Advice for Travellers. Up to date travel advice can also be obtained from the Foreign & Commonwealth office on 0207-008-1500 or from www.fco.gov.uk It is also the customer's responsibility to ensure ESTA visa waiver forms are completed no later than 7 days prior to travel.

HOTEL STAR RATINGS AND RESORT FEES

As there is no official hotel star rating system in the USA we have created our own star rating system. We hope this will help to give a general idea of the amenities and features of the hotels shown on our website. The star ratings given next to each individual hotel are designed to give a fair appraisal of each property. Please note: the rating is our independent rating and has been based on hotel amenities, the standard of room and hotel location. Please note: the rating is our independent rating and has been based on hotel amenities, the standard of room and hotel location. Please remember that the rating may not be exactly the same as those given by other organisations or Tour Operators. In some cases, hotels have been given a star rating accompanied by the word 'Superior'. This indicates a hotel that exceeds the lower category but does not meet the full criteria required for the higher star rate. Please note that some hotels carry a resort fee payable locally that can change without notice.

FORCE MAJEURE

We regret that **PILLINGER WORLD TRAVEL LTD** cannot accept any responsibility or pay any compensation where the performance or prompt performance of our contractual obligations is affected by reason of 'force majeure' or changes to your holiday are caused by reason of 'force majeure'. Circumstances amounting to 'force majeure' include any event which the Tour Operator or **PILLINGER WORLD TRAVEL LTD** could not, even with all due care, foresee or avoid, such as war or threat of war, riot, civil strife, terrorist activity, natural or nuclear disaster, fire, adverse weather conditions, government action and all similar events beyond our control.

CANCELLATION BY THE PASSENGER

You may cancel your booking as long as it is communicated to us in writing. As this incurs administration costs, we will retain your deposit (deposits are non-refundable) and additional cancellation charges may apply. Cancellation charges on airline tickets are dependant on the airline, the fare type and when cancellation takes place, varying from 25% to 100%, please check at the time of booking. It should be noted that the majority of discounted airline tickets carry a 100% cancellation charge.

AMENDMENTS

If after booking you wish to change your travel arrangements we will do our utmost to meet these new instructions as long as they are received by us in writing and accompanied by an amendment fee.

It is your obligation to book the correct names as they appear in the relevant passport, as name changes are not always permitted, changes will incur administration fees, or in the majority of cases they will be treated as cancellations and will be subject to cancellation charges.

Please note that some travel arrangements cannot be changed after a reservation has been made and any alterations will incur a 100% cancellation charge. All fares are subject to change, sometimes without advance notice; it is therefore in your own interests to finalise payment as soon as possible as fares can only be guaranteed if full payment has been received.

COMPLAINTS

If you have a problem or complaint you must report it immediately to the local representative's office overseas so that we are given the opportunity to resolve the problem in the resort. However, if your complaint is not resolved to your satisfaction overseas then the lead passenger must write to our Customer Relations Department within 28 days of your return from holiday. We will only enter into correspondence with the lead passenger. We will not accept liability for any complaint not reported to the local representative if such a complaint could have been resolved had it been reported, nor for any complaint received outside the 28 day period.

LIABILITY

PILLINGER WORLD TRAVEL LTD is a member of the Global Travel Group PLC acting as an agent for the operators concerned. All bookings made with ourselves are subject to the terms and conditions of the operator concerned and we have no contractual liability to you in connection with any of the travel products supplied.

Your reservation is subject to the terms and conditions of each individual tour operator/supplier, a copy of which is available on request. Where applicable, a disclaimer form must, therefore, be signed and returned to us before the tickets are issued.

Please be aware that it is your responsibility to ensure that all legal immigration regulations are met before travelling to and from your destination, including visa and passport requirements.

PILLINGER WORLD TRAVEL LTD cannot be held responsible for passengers travelling without correct documentation

