

Terms & Conditions

The Terms & Conditions below apply to all bookings made on our Website.

The following terms and conditions (“booking conditions”) form the basis of your contract with Purely Maldives Limited. Please read them carefully as they set out our respective rights and obligations. By asking us to confirm your booking, we are entitled to assume that you have had the opportunity to read and have read these terms and conditions and agree to them.

Except where otherwise stated, these booking conditions apply to holiday arrangements which you book with us in the UK and from overseas which we agree to make, provide or perform (as applicable) as part of our contract with you. All references in these booking conditions to “holiday”, “booking”, “contract”, “package”, “tour” or “arrangements” mean such holiday arrangements unless otherwise stated.

In these booking conditions, “you” and “your” means all persons named on the booking (including anyone who is added or substituted at a later date) or any of them, as the context requires and “lead name” means the person who makes the booking. “We”, “us” and “our” means Purely Maldives Limited.

Booking & paying for your holiday

2.1 Your Commitment To Us

When you or your Travel Agent wish to confirm a holiday booking you must pay a deposit of £100 per person, or any higher deposit which applies to your holiday. The deposit will only be refundable as set out in these booking conditions. Please note some airlines have certain ticketing deadlines and some hotels have certain booking and cancellation conditions and these may affect any cancellation charges – please refer to 3.3 - Cancelling your holiday. When you make a booking, the lead name confirms that you understand and have accepted these booking conditions and our Important Holiday Information which forms our booking conditions. We reserve the right in our absolute discretion to refuse to accept any booking without necessarily specifying a reason. Many airlines now require the full name of all passengers travelling. We will therefore ask you at the time of booking to provide us with your first forename (as shown in your passport) as well as your title and surname. When booking your holiday, if you wish to make a modification to a holiday shown on our website we will try to assist. Should you wish to change to an alternative featured hotel, this will be charged at the difference in published price, as long as Purely Maldives holds the space required. If we have to make a special request for alternative or extra space, an administration fee of £10 per booking will be charged. Additional services will be quoted for upon request. Prices for accommodation only bookings are quoted on our website; whereas flight inclusive pricing can be provided on request. We accept various methods of payment, however please note that if you choose to pay by credit card, there will be a charge levied. You can of course opt for an alternative method of payment ie: cheque, bank transfer, international bank transfer or debit card.

2.2 Our Commitment To You

We will arrange to provide you with the various services which form part of the holiday you book with us. Before your booking is confirmed and a contract comes into existence, we reserve the right to increase or decrease, and correct errors in, advertised prices and to change any of the information contained on our website. Changes will be made known to you at the time of booking. The prices we advertise are based on specially negotiated airfares to be booked in a specific airline booking class.

At the time of booking, if there is a lack of availability in the specified class on any particular flight, we will endeavour to secure seats for you in an alternative economy class and you will be told the amount of the applicable flight supplement / higher deposit before you book. A booking is not accepted until we issue an invoice. The date shown on the confirmation invoice, which will be sent to you is the date of booking. It is important to check the details on the confirmation invoice when you get it.

If any details appear to be incorrect or incomplete, please contact us immediately as it may not be possible to make changes later. We regret we cannot accept any liability if we are not notified of any inaccuracy (for which we are responsible) in any document within 10 days of our sending it out (5 days for tickets). We will do our best to rectify any mistake notified to us outside these time limits but you must meet any costs involved in doing so.

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 this brochure and for your repatriation in the event of our insolvency. Our bookings are protected by the Air Travel Organiser's Licence issued by the Civil Aviation Authority (ATOL number 10656) held by our partner company Hummingbird Travel Limited. When you buy an ATOL protected air inclusive holiday or flight* from us you will receive a confirmation invoice from us confirming your arrangements and your protection under our ATOL. In the unlikely event of our insolvency the CAA will ensure that you are not left stranded abroad and will arrange to refund any money you have paid to us for an advance booking. Please note: Not all holiday or travel services offered and sold by us will be protected by the ATOL scheme * The air inclusive holidays and flights we arrange are ATOL protected providing either the person who pays for the booking is present in the UK when the booking is made or the first leg of any flight or flights we arrange for you commences in the UK. For further information, visit the ATOL website at www.atol.org.uk.

If you book arrangements other than a package holiday from our website (e.g. accommodation only), the financial protection referred to above does not apply – however the Consumer Protection provided by a Credit Card payment exceeds the monetary protection provided by the ATOL scheme.

Read more

2.3 Out Of Date Range Flights

Our prices are prepared well in advance and scheduled airlines will generally not have loaded their seats to sell until approximately 10 months before the departure. Should this apply we will inform you at the time of booking and calculate the price in anticipation that seats will be available in the specific airline booking class to which our specially negotiated airfares apply. We will issue an invoice recording the arrangements reserved for you and will take a

deposit. A contract between us will then come into existence on the basis that the price payable will be that applicable when the airline releases the seats and the timings and other flight details will be those confirmed at that time which may be different to those advised at the time of booking.. When the airline seats become available to book we will tell you the price and other flight details and give you 7 days to tell us whether you wish to continue with the booking on the basis of the confirmed price and other details or cancel and receive a full refund. If you wish to continue with the booking, we will issue a revised invoice. In the event that flight seats do not become available, you will receive a full refund of your deposit. We will have no other liability and will not be responsible for refunding the cost of any services booked in conjunction with the flights.

2.4 Peak Season Supplements

During peak periods such as Christmas and Easter when demand outstrips the supply of airline seats and accommodation, you may find that supplements are added to the cost of your holiday. The supplements may be for certain holiday departures and/or accommodation on specific dates. They do not necessarily indicate that additional services such as Gala dinners will be provided. The cost of these supplements will be quoted to you at the time of booking.

2.5 'From Prices'

Purely Maldives offers you the flexibility to create your own holiday from the range of accommodation and services available. Because of the wide choice, it is not possible to list every price on every date. A 'from' price is indicative of the lowest price available for the hotel or itinerary featured but this may vary depending on a number of factors such as your date of travel and choice of accommodation. To help you in choosing a holiday which is tailor made by us to your requirements, please call our Sales team, or visit our website for further information about services and prices. We will be happy to provide you with an up to date quote.

2.6 Paying For Your Holiday

After your booking is taken and a deposit received, a confirmation invoice will be sent to you detailing the total cost due. Full payment must be received not less than 50 days before departure. If we have not received full payment at least 50 days before departure, we reserve the right to treat your booking as cancelled by you and forfeit your deposit by way of cancellation charges. If we do not cancel straight away because you have promised to make payment, you must pay the cancellation charges shown in 3.3 depending on the date we

reasonably treat your booking as cancelled. If you make a holiday booking within 50 days of your departure date then you must pay the full cost of the holiday at the booking stage.

2.7 Pricing Errors

Whilst we endeavour to ensure that the most up to date and correct prices are shown on our website, there may on occasion be an incorrect price shown, due to an unfortunate error. When we become aware of any such error, we will endeavour to notify you at the time of booking (if we are then aware of the mistake) or within 7 days of the time of booking, or as soon as reasonably possible. We must reserve the right to cancel the booking if you do not wish to accept the price which is actually applicable to the holiday in which case, you will be given the choice to amend your booking to an alternative holiday, at the correct price.

2.8 Overlapping Price Panels

Holidays which do not fall completely within the date bands specified in the price box may be subject to a reduction or increase. The exact cost of your holiday will be confirmed to you at the time of booking.

2.9 Insurance

It is important that you have insurance cover and that it is adequate and suitable for your particular needs. If you fail to take out insurance and have to cancel your booking, you will be charged in accordance with our normal terms and conditions – see 3.3 – Cancelling your holiday. Furthermore, if you require medical/any other form of assistance whilst on holiday you will not be covered and you in turn may incur significant costs. Please read your policy details carefully and take them with you on holiday.

2.10 Travel Information & Documents

Please ensure that you check the flight timings on your tickets carefully. The correct timings, using the 24-hour clock system, may have been adjusted since we published our website or PDF documents and since you received your invoice.

If you want to change or cancel your holiday

3.1 Changes Or Additions To Your Holiday

If you want to change any part of your holiday arrangements after the invoice has been issued, we will do our best to make the change, but it may not be possible. Any request for changes must be made in writing/e-mail by the person who made the original booking. If it is possible to make the change, it will be subject to an administration charge of £20 per booking, and payment of any further costs incurred as a result of the change. If we agree that you may change your booking to a holiday of lower value, and then you cancel that holiday, we reserve the right to levy cancellation charges on the value of the original booking. Scheduled airlines normally regard name changes as a cancellation and rebooking, and any alteration may incur a 100% cancellation charge in respect of the air fare. Please note that save for the transfer of a booking (see below), or the addition of any offers made by Purely

Maldives on our website which were not requested at the time of booking, it will not be possible to make changes within 14 days of your scheduled departure date.

3.2 Transferring Bookings

If any person named on a booking is prevented from travelling as a result of illness, the death of a close relative, jury service or other significant reason, we will agree to that person's booking being transferred to another person (introduced by you) who satisfies all the conditions applicable to the package, subject to both persons accepting liability for full payment of the holiday cost and all costs and charges incurred by us and/or incurred or imposed by any of our suppliers in order to make the transfer. We must be given at least 14 days notice of the transfer request. An administration charge will be made of £50 per person for requests made more than 61 days before departure, and £100 per person within 61 days before departure. For flight inclusive bookings, you must pay the charges levied by the airline concerned. As most airlines do not permit name changes after tickets have been issued for any reason, these charges are likely to be the full cost of the flight. If you request to change all names on a booking, this will be considered as a cancellation and new booking and full cancellation charges will apply'.

3.3 Cancelling Your Holiday

If you or anyone on your holiday booking decides to cancel the holiday, the lead name must notify us of the decision as soon as possible. Any notification by telephone must also be confirmed in writing or by e-mail within 24-hours by the lead name. Cancellation will take effect from the day we are notified provided that written or e-mail confirmation is received by us within 24-hours of the original notification.

A cancellation invoice will be sent to you within 7 days, if you do not receive this please contact us immediately in order to prevent an increase in charges. Should you already be in receipt of your airline e=tickets please also return these to us along with your cancellation request. The following scale of charges will be payable depending on when the notification of cancellation is received. Amendment charges are not refundable in the event of cancellation. References to the deposit include all sums paid or payable at the time of booking.

Period prior to departure notice of cancellation is received by us	Cancellation charge per person cancelling
Prior to 50 days:	loss of deposit
49.9 – 40 days:	50% of total holiday cost
39.9 days or less:	100% of total holiday cost

NB In certain cases the airline may have applied certain ticketing deadlines to your booking and this may result in higher cancellation charges, so please enquire for details at the time of booking.

We would strongly recommend that you take out appropriate travel insurance which provides cover against loss of deposit or cancellation fees. If you have taken advantage of an airline offer as detailed on the relevant page and paid a higher deposit, the cancellation charge

payable by you will be the higher of this deposit or the appropriate cancellation charge detailed above.

If we want to change or cancel your holiday

4.1 Website Accuracy

We rigorously check the information given on our website about accommodation, resorts, itineraries etc., to ensure it is correct to the best of our knowledge at the time of going to press. However, as the information is prepared well in advance, advertised descriptions and facilities may change before and after you book. Please check the up to date position at the time of booking. Please bear in mind that hoteliers, restaurateurs, bars etc., may wish to maintain or improve their facilities, or even take a break themselves. Flight times, carriers and routes are given for guidance only as there may be changes. Final details will be shown on your e-tickets. Tour, excursion or cruise itineraries may change as a result of local conditions. Circumstances such as these, or weather conditions, time of year etc., may cause some of the amenities we have described to be unavailable or different from those advertised. When we are told of any significant or long term changes we will always endeavour to advise you prior to your departure.

4.2 Building & Development Work

Many hotels and resorts are continuing to develop, sometimes rapidly and intensively and often with little or no advance warning. Whilst we have no control over such work, as a responsible tour operator, it is important to us that you are aware of any significant building/refurbishment work that may be going on during your stay. General refurbishment at hotels is necessary to maintain standards but if we are informed of such work where this can reasonably be expected to have an effect on your holiday, we will endeavour to notify you of it as soon as possible, however near to your departure this may be.

4.3 Flight Changes

The flight timings shown on our website and/or detailed on your confirmation invoice are for guidance only and are subject to alteration and confirmation. Flight timings are outside our control. They are set by airlines and are subject to various factors including air traffic control restrictions, weather conditions, potential technical problems and the ability of passengers to check in on time.

Airlines occasionally may change the type of aircraft used on a particular flight without advance warning. Scheduled and charter flight timings, and days of operation are subject to change. We will advise you of any significant change as soon as we ourselves are informed by the airline. Minor timing changes will be shown on the flight e-tickets, which you should check carefully when received. Should the changes involve a reduction in the duration of your holiday, we will offer you a refund of any applicable costs. Any change in the identity of the airline, flight timings and/or aircraft type (if advised) will not entitle you to cancel or change to other arrangements without paying our normal charges except where specified in these conditions.

4.4 If We Change Or Cancel Your Holiday Before Your Departure

We hope and expect to be able to provide you with all the services we have confirmed to you at the time of booking.

We plan arrangements a long time in advance of your holiday using independent suppliers such as airlines, hotels etc., over whom we have no direct control. On occasions changes do have to be made, and we reserve the right to make these. Most of these changes are minor. However, occasionally, changes are significant.

A significant change includes a change of accommodation to that of a lower category and/or price for the whole or a major part of your time away, a change of flight time of more than 12 hours, a change of UK departure airport (except between London airports), or a significant change of resort area. Similarly, we do our best to avoid cancelling holidays but we must reserve the right to do so. However, we promise we will only cancel your confirmed booking after you have made full payment where we are forced to do so as a result of “force majeure” as defined below or lack of minimum numbers. We will not cancel after this date for any other reason. Please note, some of our holidays require a minimum number of participants to enable us to operate them. If the minimum number of bookings required for a particular holiday has not been received, we are entitled to cancel it. We will notify you or your travel agent of cancellation for this reason no later than 70 days prior to departure.

If we have to make a significant change or cancel, we will tell you as soon as possible. If there is time to do so before departure, we will offer you the choice of the following options:

1. Accepting the changed arrangements (for significant changes).
2. Purchasing an alternative holiday from us, of a similar standard to that originally booked if available. We will offer you at least one alternative holiday of equivalent or higher standard for which you will not be asked to pay any more than the price of the original holiday. If this holiday is in fact cheaper than the original one, we will refund the price difference. If you do not wish to accept the holiday we specifically offer you, you may choose any of our other then available holidays. You must pay the applicable price of any such holiday. This will mean your paying more if it is more expensive or receiving a refund if it is cheaper.
3. Cancelling or accepting the cancellation in which case you will receive a full and quick refund of all monies you have paid to us.

If we have to make a significant change or cancel we will, where compensation is appropriate, pay you the compensation payments set out in the table below depending on the circumstances and when the significant change or cancellation is notified to you subject to the following exceptions. Compensation will not be payable and no liability beyond offering the above mentioned choices can be accepted where (1) we are forced to make a change or cancel as a result of unusual and unforeseeable circumstances beyond our control, the consequences of which we could not have avoided even with all due care or (2) we have to cancel because the minimum number of bookings necessary for us to operate your holiday has not been reached (see above). No compensation will be payable and the above options will not be available if we cancel as a result of your failure to comply with any requirement of these booking conditions entitling us to cancel (such as paying on time) or where a change

is a minor one. A change of flight time of less than 12 hours, airline (except where otherwise stated), type of aircraft (if advised) or destination airport will all be treated as minor changes.

Period before departure within which a significant change or cancellation is notified to you or your travel agent	Compensation
More than 60 days:	NIL
60 – 42 days:	£20
41 – 28 days:	£30
27 – 15 days:	£40
14 – 0 days:	£50

4.5 Changes Due To Circumstances Beyond Our Control

Except where otherwise expressly stated in these booking conditions, we regret we cannot accept liability or pay any compensation where the performance or prompt performance of our obligations under our contract with you is prevented or affected by or you otherwise suffer any damage, loss or expense of any nature as a result of "force majeure". In these booking conditions, "force majeure" means any event or circumstances which we or the supplier of the service(s) in question could not, even with all due care, foresee or avoid. Such events may include, whether actual or threatened, war, riot, civil strife, terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, epidemics, fire and other situations which are outside our control.

4.6 If We Change Your Holiday Accommodation

We do not control the day to day management of your accommodation, and in exceptional cases it is possible that we may be advised that the reserved accommodation has been overbooked or your accommodation may have to be changed for other reasons. If this happens before your departure or on arrival in resort we will endeavour to provide accommodation of at least the same standard in the same resort area. If only accommodation of a lower standard is available we will refund the difference of the brochure price between the accommodation booked and that available, and will pay up to £50 per person for any inconvenience.

4.7 If We Curtail Your Holiday After Departure

Very rarely, we may be forced by "force majeure" (see 4.6) to change or terminate your holiday after departure but before the scheduled end of your time away. This is extremely unlikely but if this situation does occur, we regret we will be unable to make any refunds (unless we obtain any refunds from our suppliers), pay you any compensation or meet any costs or expenses you incur as a result.

4.8 Minimum Numbers

Prices on relevant webpages will indicate whether a particular holiday is subject to a minimum number of participants for its operation. We will advise you at least 61 days before departure if minimum numbers have not been reached. You will then have the choice of booking an alternative holiday with us, changing your departure date at the appropriate

additional cost, or having a refund of monies paid. No compensation will be payable and we are unable to offer refunds of any associated costs ie visas etc.

4.9 Tours

Whilst every effort is made to operate a tour as advertised, on occasion it may be necessary to make changes to the accommodation, the routing or order of an itinerary. Unless the change significantly alters the holiday, compensation will not be payable for minor alterations to the itinerary or nightly accommodation.

If you experience a problem on Holiday

5.0 Make urgent contact with ourselves by a WhatsApp or email message - we will urgently seek to assist and resolve. Please do not leave any issues until you return from holiday as we likely could have been able to resolve them while you were on resort. We will likely be unable to assist with complaints post holiday if you have not contacted us on the day of any issues.

On return from your holiday

5.1 Questionnaire

Your feedback is really important to us. At the end of your holiday, you will be sent a questionnaire to fill in. We would like to know if you have had a great time or if you think the hotel or service has not been up to scratch.

5.2 If You Had A Problem

If a problem remains unresolved during your holiday, you should make a complaint in writing to Purely Maldives within 28 days of the completion of the holiday. Please remember to quote your holiday booking number and daytime telephone number. We will reply to you within 28 days of receipt of your letter. 5.1 Questionnaire

5.3 Law & Jurisdiction

We both agree that English Law (and no other) will apply to your contract and to any dispute, claim or other matter of any description which arises between us (“claim”) (except as set out below). We both also agree that any claim (and whether or not involving any personal injury) must be dealt with under the ABTA arbitration scheme (if the scheme is available for the claim in question and you wish to use it – see above) or by the Courts of England and Wales only unless, in the case of Court proceedings, you live in Scotland or Northern Ireland. In this case, proceedings must either be brought in the Courts of your home country or those of England and Wales. If proceedings are brought in Scotland or Northern Ireland, you may choose to have your contract and claim governed by the law of Scotland/Northern Ireland as applicable (but if you do not so choose, English law will apply).

Data Protection Policy

For the purposes of the Data Protection Act 1998, we are a data controller. In order to process your booking, send you a quotation or respond to an enquiry, we need to collect personal data from you. Depending on what's required, the personal data we collect may include names and contact details, and special requirements such as those relating to any disability or medical condition which may affect holiday arrangements and any dietary restrictions which may disclose your religious beliefs ("sensitive personal data"). All references in this privacy policy to personal data include sensitive personal data unless otherwise stated. The person who makes the booking is responsible for ensuring that other members of your party are aware of our booking conditions and this privacy policy and that they consent to your acting on their behalf in your dealings with us.

Appropriate personal data will be passed on to the relevant suppliers of your arrangements and any other third party who need to know it so that your holiday can be provided. The information may also be provided to government / public authorities such as customs, immigration and the security services if required by them, or as required by law. We may disclose personal data to companies in the Purely Maldives Group for business purposes and to companies who act as data processors on our behalf. On occasions, we may use other companies to provide services on our behalf, such as mailing brochures and marketing material. We only provide third parties with the personal data they require in order to deliver their services. Other than in relation to government / public authorities (over whom we have no control), we will take appropriate steps which are intended to ensure that anyone to whom we pass your personal data for any reason agrees to keep it secure and only uses it for the purposes of providing their services. If we cannot pass personal data to the relevant suppliers or any other third party as applicable, whether in the EEA or not, we will be unable to fulfil your booking. In making your booking, you consent to personal data being passed on to the relevant suppliers and other third parties. We take appropriate technical and organisational measures which are intended to prevent unauthorised or unlawful processing of personal data and accidental loss or destruction of, or damage to, personal data.

Your personal data may be stored, used and otherwise processed within the UK and/or any other country(ies) of the European Economic Area (EEA). EEA countries are all member states of the European Union together with Norway, Iceland and Liechtenstein. We may also store, use or otherwise process personal data outside the EEA. Data protection laws may not be as strong outside the EEA as they are in the EEA. Personal data will not be transferred to a country outside the EEA unless (1) the country to which it is transferred is one which the European Commission considers to provide an adequate level of data protection or (2) the personal data is transferred to a United States company which has signed up to the Safe Harbour scheme or (3) the personal data is transferred to a company which is required by our contract with them only to deal with the data in accordance with our instructions and to maintain appropriate security to protect the personal data which we are satisfied they have or (4) we are obliged to provide the personal data to a government / public authority in order to provide your holiday.

By making a booking with us, you agree to allow your insurers, their agents and medical staff to disclose relevant information to us in circumstances where we may need to act in your interests or in the interests of everyone in any group with whom you are travelling. For

example, if you contract an infectious illness whilst on holiday, we may need to make special arrangements for you and ensure that you do not return with the group immediately.

We would also like to store and use your personal data for future marketing purposes (for example, sending you a brochure, special offers or other marketing material) unless you have told us that you do not wish us to do so. All personal data you give us (including sensitive personal data) will be kept but we will use only names and contact details for marketing purposes. If you do not wish to receive future marketing material, please notify us by writing to the address below or by e-mail to info@PurelyMaldives.co.uk.

Purely Maldives Ltd, Compass House, 24 Baddesley Close, North Baddesley, Hampshire, SO52 9DR, United Kingdom

[Read more](#)

Visas & general information Weather & Tidal Conditions

Information is supplied by the Meteorological Office, local tourist offices and other sources and is given as a guide only. Our Sales team is happy to advise on weather trends as Maldives have a tropical climate where heavy rainfall can occur at certain times of the year, however world weather patterns are now becoming more and more erratic resulting in unusual rainfall. During monsoon season, you are likely to get more rain than other times of the year. Most people go on holiday to spend time in the sunshine and although adverse weather conditions can be very frustrating Purely Maldives cannot assume any responsibility for the statistical information provided, nor accept liability to make refunds or pay compensation for

alternative arrangements, damage to property or curtailed holidays as a result of such conditions.

Health, Safety & Security Abroad

We take the safety and security of our clients extremely seriously.

If the Foreign Office advises that people should not visit a particular country, then we would act on this and reserve the right to cancel your holiday. Sadly crimes against both people and their property are a fact of life the world over, and when in a foreign country it is very important to be extra vigilant and avoid drawing attention to yourself by wearing expensive jewellery, carrying expensive camera equipment etc. Travellers have the same responsibility for their personal safety and that of their possessions, as they do at home. The Maldives do not necessarily conform to British health and safety standards. We request that all hotels comply with the local regulations applicable in Maldives for health and safety but we cannot guarantee that these meet British standards and therefore urge that you undertake reasonable precautions to protect your family and yourself whilst on holiday.

To make the most of your trip abroad, check out the Foreign & Commonwealth Office website at www.fco.gov.uk/travel.

Packed with essential travel advice and tips, this website offers a wealth of country-specific information that only the FCO can provide. Or you may wish to contact the Foreign Office.

Health & Vaccinations

Health facilities, hygiene and disease risk vary worldwide. You should take health advice about your specific needs as early as possible and ensure that vaccinations or preventative measures such as malaria tablets are taken early enough (which may be a month or more prior to departure) to be fully effective by the date of travel. It is your responsibility to ensure you are aware of all recommended and required vaccination and health precautions in good time before departure. Details are available from your GP surgery and from the National Travel Health Network and Centre www.nathnac.org Sources of information include the Department of Health free leaflet 'Health advice for travellers' (available on request Tel. 0207 210 4850), your specialist travel clinic).

Passports & Visas

We can only advise of the requirements for British and Irish citizens holding a full passport British and Irish passport endorsed in any way and all other passport holders, requirements should be checked with the relevant embassy. You should ensure that you have a valid ten year passport and, as many countries require expiry dates on passports to be a considerable length of time after the return from holiday, we would recommend that your passport is valid for 6 months after return to the UK. All children are required to travel on their own passports.

Requirements may change and you must check the up to date position in good time before departure. A full British passport presently takes approximately 2 to 6 weeks to obtain. If you or any member of your party is 16 or over and haven't yet got a passport, you should apply for one at least 6 weeks before your holiday. The UK Passport Service has to confirm your identity before issuing your first passport and will ask you to attend an interview in order to do this.

It is your responsibility to ensure you are in possession of all necessary travel and health documents before departure. All costs incurred in obtaining such documentation must be paid by you. We regret we cannot accept any liability if you are refused entry onto any transport or into any country due to failure on your part to carry all required documentation. If failure to have any necessary travel or other documents results in fines, surcharges or other financial penalty or expenses being imposed on or incurred by us, you will be responsible for reimbursing us accordingly.