

SHARPE & SONS (NOTTINGHAM) LTD - TRADING CHARTER

Sharpe & Sons (Nottingham) Limited - OUR TRADING CHARTER WITH YOU. This Charter applies to all holidays and excursions contained within this brochure and any subsequent leaflets issued during 2011/2012.

1. WHY SHOULD I READ THIS PAGE?

Because it is very important Our Trading Charter forms a key part of our agreement with you and forms the basis of a legally binding contract between you as the lead name making the booking, anyone else in your party and us. When you make this booking as the lead name you undertake that you have the authority to accept, and do accept, on behalf of your party the terms of these booking conditions. This contract is made subject to the terms of these booking conditions, which are governed by English Law, and the non-exclusive jurisdiction of the English Courts and is accepted by our booking form.

If you did not see this Trading Charter before you made your booking and you are not happy to proceed with the booking now that you have seen it, please return all documentation to us or the agent through whom you booked within 7 days of this charter. Your booking will then be cancelled and your monies returned in full, provided you have not commenced your travel.

2. HOW AND WHEN DO I MAKE THIS CONTRACT WITH YOU?

We welcome you making contact with us in a number of ways. You can write to us, telephone or email us. Whichever way you contact us the contract is made when you complete and sign any Sharpe & Sons (Nottingham) Limited booking form, your booking is entered on to our reservation system and we issue a confirmation of booking. We will send you the confirmation of your booking within 7 working days. Please check this confirmation very carefully to ensure all the information is correct and tell us immediately of any errors.

3. HOW IS MY HOLIDAY MONEY PROTECTED?

We comply with the Travel Industry package and Holiday Regulations, providing for your holiday money in the unlikely event that Sharpe of Nottingham cannot, for financial reasons, carry out their obligations to their passengers.

In accordance with "The Package Travel, Package Tours Regulations 1992" all passengers booking with **Sharpe & Sons (Nottingham) Ltd** are fully Insured for the initial deposit and subsequently the balance of all monies paid to us, including repatriation if required, arising from the cancellation or curtailment of your travel arrangements due to the insolvency of **Sharpe & Sons (Nottingham) Ltd**.

A certificate detailing this cover will be given to each and every passenger as evidence of cover. **Please ensure that you have been given the appropriate certificate(s) at the time of booking.**

This insurance has been arranged by MGA Cover Services on behalf of **Towergate Chapman Stevens** through **MAPFRE ASSISTANCE**.

Full Details are available on request at our Head Offices.

4. WHEN DO I NEED TO PAY FOR MY HOLIDAY AND HOW MUCH?

At the time of booking you will need to pay a deposit for each person named on the booking. The balance must be paid by the date printed on your booking confirmation. If you book within our balance due period you will need to pay the total holiday cost at the time of your booking.

If you do not pay the outstanding balance for your holiday on or before the date when it is due we may cancel your booking and you will be required to pay the cancellation charges detailed below. The date of cancellation will normally be the date you confirm in writing that you intend to cancel or 7 days after the balance due date, whichever comes first

Deposit £60.00 per person

Your balance is due 6 weeks prior to departure. The balance due date is shown at the foot of your confirmation. No reminders are sent, you will be contacted by telephone if this balance is not received. Where optional items are purchased as part of the tour package these are payable on the balance due date except where items, such as theatre tickets, have been specifically purchased for you. In this case the cost will be payable at a separate date notified to you and will not normally be refundable unless we obtain a refund from the supplier we use.

5. CAN YOU CHANGE THE PRICE OF MY HOLIDAY AFTER YOU HAVE ISSUED THE BOOKING CONFIRMATION?

Yes we can, but only in very limited circumstances. The price of your holiday/excursion is subject to change for an increase or decrease in any of the following costs:

- Transportation costs including fuel (including fuel tax), ferry operator fares and tolls, embarkation or disembarkation fees at terminals.
- Exchange rates applied to the particular holiday booked.
- Dues and taxes (including the rate of VAT).

In the case of any small variation, an amount equivalent to 2% of the holiday price, which excludes any insurance premiums, and any amendment charges, will be absorbed or retained. Only amounts in excess of this 2% will be surcharged, but where a surcharge is payable there will be an administration charge of £2.00 per person together with a separate amount to cover your agent's commission.

If this means you have to pay an increase of more than 10% on the holiday price, you will be entitled to cancel your holiday with a full refund of all money paid. Should you decide to cancel because of this, you must exercise your

right to do so within 14 days from the issue date printed on the revised invoice. Alternatively, you may prefer to accept a comparable alternative holiday, if available, details of which will be provided with the final invoice. We will not surcharge you after the date that your balance is due unless the change relates to any amount set by or payable to a Government of a country forming part of the holiday and even then no surcharge will be imposed less than 30 days prior to departure. Where there is a decrease in the above costs the price of your holiday will be reduced and a refund given. The prices, terms and dates will be those used for applying any increase. In addition to sterling we use the following currencies in calculating our holiday prices. Below are equivalent exchange rates to £1 sterling from the Financial Times dated January 2012. Please note that some apparent changes do not affect the price of your holiday due to contractual protection which we have in place.

Exchange Rates Used

Euro € 1.207 as per Financial Times on the 05/01/2012

6. MINIMUM TOUR NUMBERS

It is necessary for there to be a minimum number of 25 passengers in order to operate a tour. If this minimum number is not achieved before the balance is due the tour could be cancelled or surcharged to make up the shortfall. In such circumstances we therefore may have to cancel your holiday. If this should occur we will return to you all the monies you have paid to us for that holiday or offer you a suitable alternative. However, we will not cancel your holiday;

- A. Immediately prior to the departure date unless you have not paid for your holiday in full.
- B. After the balance due date, except in unforeseen circumstances as a result of hostilities, political unrest or other circumstances amounting to 'force majeure' (war, threat of war, civil strife, natural disasters, fire, bad weather, technical problems to transport, the closure of airports or ports, terrorist activity, industrial action).

If we have to cancel your holiday at any time, Sharpe and Sons (Nottingham) Limited is liable only for any monies you may have paid to us at the time of the cancellation.

7. CAN I CHANGE MY HOLIDAY ARRANGEMENTS?

After we have issued our booking confirmation we will do our best to accommodate any changes you may want to make but we cannot guarantee to do so. Any changes must be notified to us in writing and signed by the person who signed the booking form. If we are able to make the changes *an amendment fee of £25.00 booking confirmation* will be payable plus any additional charge for the request. Any significant alteration after the balance due date will be treated as a cancellation of the original booking and will be subject to the cancellation charges detailed below. A significant alteration would include a change of departure date, holiday or hotel, or number of people travelling.

8. CAN I TRANSFER MY BOOKING TO SOMEONE ELSE?

You can transfer your booking to someone else provided you give us reasonable notice. This person must be able to satisfy all the conditions for the holiday and a change cannot normally be made later than fourteen days prior to departure. We will make an *administration charge of £25.00 per person* for every transfer we make plus any reasonable additional costs caused by the transfer. You will remain responsible for ensuring that the holiday is paid for by the balance due date.

9. HOW CAN I CANCEL MY HOLIDAY?

You, or any member of your party, may cancel at any time provided that the cancellation is made by the person who signed the booking form and is communicated to us in writing via the office at which you made your original booking. You will have to pay cancellation charges set out in the scale below to cover our estimated loss from the cancellation. If you are insured against cancellation you may be able to recover the charges from your insurers. Your cancellation will take effect from the date when either the travel agent or we receive your written confirmation of your cancellation. You must also return any tickets or vouchers that you have received. A reduction in room occupancy may increase the charges for the remaining passengers by the application of supplements for low occupancy of rooms. Please ask at time of booking.

Scale of Cancellation Charges

| | |
|---|---|
| Period before departure within which written cancellation is required | Amount of cancellation charge shown as % of holiday price |
|---|---|

COACH TOURS

| | |
|------------------------------|--------------|
| More than 56 days | Deposit Only |
| 55 - 49 days | 30% |
| 48 - 22 days | 50% |
| 21 - 8 days - departure date | 70% |
| 7 - 1 days | 90% |

10. WHAT HAPPENS IF YOU CHANGE MY HOLIDAY?

The arrangements for your holiday will usually have been made many months in advance. Sometimes changes are unavoidable and we reserve the right to make them. Most of these changes are likely to be minor and we will do our best to keep you informed. We will tell you before your booking is confirmed if there have been any changes since the brochure were published. If, after booking and before departure, we make a significant change to your holiday you will have the option of withdrawing from the holiday without penalty or alternatively you may transfer to another holiday without paying an administration fee. In either case we will pay you compensation according to the scale set out below. A significant change would involve a change in departure date or time by more than 12 hours, a change of departure point, location of resort or quality of hotel, (excluding single overnight hotels on touring holidays where the quality of the hotel is comparable), a change of mode when crossing the Channel, or the specification of the

coach. On all of our holidays/excursions we reserve the right to use either a ferry or Channel Tunnel for the short crossing between England and France.

If you withdraw from the holiday because we have made a significant change or if we have to cancel your holiday for any reason other than non-payment by you we will offer you the choice of:

- A comparable replacement holiday if available
- or
- A replacement holiday of lower quality together with a refund of the price difference
- or
- A full refund of the money you have paid

When we have notified you of the changes and options available, you must tell us your decision as soon as possible and within any timescale we may need to set bearing in mind the need to safeguard the holiday arrangements of other customers.

Scale of Compensation

We will pay you compensation for significant change on the following scale period before departure in which significant change is notified to you.

| | Amount per person | |
|-------------------|-------------------|--------------------|
| | 5 Days or More | Tours up to 5 Days |
| More than 42 days | Nil | Nil |
| 25 to 41 days | £10 | Nil |
| 15 to 24 days | £15 | £7 |
| 8 to 14days | £20 | £10 |
| 0 to 7 days | £25 | £15 |

Payment of compensation according to the scale set out above will not affect your statutory right to claim further compensation if, in all the circumstances, you remain dissatisfied.

If, prior to departure, we make a significant change to your holiday arrangements or cancel your holiday we will pay you compensation on the above scale unless

- a) The holiday is cancelled because the number of persons who agreed to take it is less than the minimum number required, and you were informed of the cancellation in writing within the period indicated in the description of the holiday or
- b) The holiday is changed or cancelled by reason of unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised. These circumstances include war or threat of war, riot, civil strife, terrorist activity, industrial disputes, fire, quarantine, epidemic or health risks, natural or nuclear disasters, port and terminal closures and adverse weather conditions.

If, after departure, we need to make a change to a significant proportion of your holiday we will do our best to make suitable alternative arrangements at no extra cost to you. If it proves impossible to make suitable alternative arrangements or if you have reasonable grounds for refusing the alternative offered, we will arrange transport back to your point of departure or to an alternative location that we agree to. Unless the change is a result of unusual or unforeseeable circumstances beyond our control (as described above) you will also be entitled to compensation.

11. WHAT IS THE EXTENT OF YOUR LIABILITY?

We accept responsibility if you or any member of your party is killed or injured as a result of an activity forming part of your holiday arrangements which you booked with us before your departure; or if any part of your holiday arrangements, booked with us in the UK, is not as described in the brochure or not of a reasonable standard; if the failure in your holiday arrangements or any death or personal injury is due to any fault on our part or that of our agents or suppliers whilst acting in the course of their employment. We do not accept responsibility if the failure, death or personal injury is not caused by any fault of ours or of our agents or suppliers or is caused by you or someone not connected with your holiday arrangements; or if the failure, death or personal injury is due to unusual or unforeseen circumstances which, even with all due care, we, or our agents or suppliers, could not have anticipated or avoided.

Where you, or any member of your party, participate in sports or any other activity that involves an element of risk whilst on holiday and this has been arranged completely independently of Sharpes of Nottingham it should be understood that participation is at the individual's own risk and it is their own responsibility to obtain the relevant insurance.

For claims which do not involve personal injury, illness or death, the most we will have to pay if we are liable to you is twice the price the person affected paid for their holiday (not including insurance premiums and amendment charges). We will only have to pay this maximum amount if everything has gone wrong and you have received no benefit from your holiday.

Sharpes of Nottingham does not accept any liability for any changes or delays to any form of transportation where this does not form any part of the holiday you have booked with us. If you or any member of your party is killed, injured or becomes ill as a result of transport by ship, train or coach, any liability which we may have to pay compensation is limited in line with the Athens Convention (applies to by ship), the Berne Convention (applies to transport by rail) and Geneva Convention (applies to transport by road). You can get copies of the relevant conventions from us if you ask. You should also note that these conventions may limit or remove the carrier's liability to you and the amount which the carrier has to pay you.

If we make any payment to you or any member of your party for death, personal injury or illness, you will be asked to assign to us or our insurers the rights you may have to take action against the person or organisation responsible for causing the death, personal injury or illness.

Our suppliers (such as accommodation or transport providers) have their own booking conditions or conditions of carriage, and these conditions are binding between you and the supplier. Some of these conditions may limit or remove the relevant transport provider's or other supplier's liability to you. You can get copies of such conditions from our offices, or the offices of the relevant supplier.

12. WHAT DO I NEED TO DO IF I HAVE TO COMPLAIN?

If you have a complaint during your holiday you should tell the driver/representative or supplier at the earliest opportunity so that they can do their utmost to resolve the problem immediately. If they are unable to resolve the problem to your satisfaction you should complete a Complaint Form which is available from the driver/representative. You will be given a copy of this report which you should keep. If on your return from holiday, you remain dissatisfied you should write within 14 days to Head Office, Unit 10, Canalside Industrial Park, Cropwell Bishop, Nottingham NG12 3BE.

In your letter you will need to quote your booking reference number, holiday destination, departure date and the number of the Complaint Form which you completed at the time.

If you do not tell us at the earliest opportunity about a problem giving rise to your complaint we cannot take steps to investigate and rectify it. In deciding how we respond to your complaint, we will take into account the date you first drew the problem to the attention of our driver/representative or supplier.

13. IF I DO NOT AGREE WITH YOUR DECISION CAN I REQUEST ARBITRATION?

Yes you can. If we cannot resolve your complaint amicably you may request that the dispute is referred to an independent arbitration scheme established by the Confederation of Passenger Transport UK (CPT). Full details of this scheme will be provided on request or you can obtain a copy from CPT. This arbitration scheme provides a simple and inexpensive method of arbitration on documents alone with restricted liability on the customer in respect of costs. This scheme does not apply to claims for an amount greater than £1500 per person. There is also a limit of £7500 per booking. Normally there is a time limit of 9 months from the date of return from your holiday within which to request arbitration but in exceptional circumstances the scheme can be used beyond this date. This scheme does not apply to claims that arise mainly in respect of physical injury or illness or the consequences of any illness or injury.

14. COACH SEATING

There is a seating plan of the coach for each holiday, but it is possible that on occasions operational reasons will require a coach with a different configuration to be used. We therefore reserve the right to alter a coach-seating plan and allocate seats other than those you have booked.

Requests for particular seats can be made on most holidays when booking but because allocations are made on a first come first served basis you are recommended to book early. When your booking is confirmed you will be offered the best seats that are available at that time. If you know someone who may want to book later but sit near you please discuss this with the booking clerk at the time you make your booking.

Specific seats will not be allocated on coaches which operate on feeder services between joining points and main holiday departure points, on coaches which carry out transfers to and from seaports.

15. HEALTH & SAFETY ON HOLIDAY

In some foreign countries, standards of infrastructure, safety and hygiene may be lower than those to which we are accustomed in the UK. You should therefore exercise greater care for your own protection. Further information can be obtained from your GP who can provide you with the leaflet "Health Advice for Travellers" published by the Department of Health. Some people may be at risk from discomfort or deep vein thrombosis (DVT) if they remain immobile on a journey for a long period of time. If you are planning to undertake a bus or coach journey of more than 3 hours you should consult your doctor if you have ever had DVT or pulmonary embolism, a family history of clotting conditions, cancer or treatment for cancer, a stroke, heart or lung disease or if you have had major surgery in the past 3 months. We reserve the right to refuse any booking in the absence of a doctor's certificate confirming that you are fit to travel. During the journey we will provide comfort stops as frequently as possible, during these stops you are encouraged to get off the coach and walk around, exercise reduces any discomfort which may be caused by periods of immobility. During any journey you should drink alcohol only in moderation as it leads to dehydration.

16. PASSENGER BEHAVIOUR

We want all our customers to have a happy and carefree holiday, but you must remember that you are responsible for your behaviour and the effect it may have on others. If you or any member of your party is abusive or disruptive or behaves in a way, which in our reasonable opinion, could cause damage or injury to others or affect their enjoyment of their holiday, or which could damage property, we have the right after reasonable consideration, to terminate your contract with us. If this happens we will have no further obligations or liability to you. The coach driver/representative, ship's captain, or authorised official of other means of transport is entitled to refuse you boarding if in their reasonable opinion you are unacceptably under the influence of drink or drugs or you are being violent or disruptive. If you are refused boarding on the outward journey we will regard it as a cancellation by you and we will apply cancellation charges according to the scale in section 10. If the refusal is on the return journey we have the right to terminate the contract and will have no further obligations or liability to you.

17. NO SMOKING POLICY

We operate a strict no smoking policy on all our coaches used for brochure tours throughout the world. We make frequent comfort stops. The no smoking policy of other carriers and suppliers will vary and will be supplied on request.

18. PETS

We do not allow pets to be taken on our holidays. Registered Assistance Dogs will normally be accommodated on UK holidays but not on overseas holidays.

19. PICK UP POINT, ITINERARIES, TRAVEL DOCUMENTS AND PASSPORT

You are responsible for ensuring that you are at the correct departure point, at the correct time, with the correct documents and we cannot be held liable for any loss or expense suffered by you or your party because of an incorrect passport or late arrival at the departure point.

If you are a British citizen travelling outside the United Kingdom you must have a full UK passport valid for a minimum of three months after your scheduled date of return. Non-UK citizens must seek passport and visa advice from the consulates of the countries you plan to visit prior to making a booking for one of our holidays. The name on the passport must match the name on the ticket. If someone in your party changes name after the booking is made, you must tell us immediately so that we can issue the ticket in the new name.

When you have paid the balance we will send you all the necessary labels so that you receive them in good time for your holiday. Pick up/taxi times will be sent 5 days prior to departure. Certain travel documents may have to be retained by us and your driver/courier will then issue them to you at the relevant time. If you lose a travel document after it has been issued to you we will meet the direct cost charged by the carrier/supplier for the issue duplicate or replacement.

Sharpe and Sons (Nottingham) Limited reserve the right to modify itineraries to conform to requests from the competent authorities in the United Kingdom and any other sovereign state through which the tour will operate. Included excursions are detailed on the relevant brochure page and refunds will not be made for any excursion not taken. All visits and excursions are carefully planned ahead of time, should one have to be omitted this will be done on local advice or as a result of unforeseen problems. In these instances, we cannot be held responsible and no compensation can be claimed. We will of course endeavour to substitute a similar product/resort/route. Optional excursions may be booked, and in resort, but these will not form part of the package booked with us, fees to buildings, grounds etc, are included in the price of the holiday and are listed in the 'Tour Includes' section of each tour. Admission fees to buildings, grounds etc. are not included in the price of the holiday unless otherwise stated on the relevant brochure page and must be paid by the individual.

20. WHAT HAPPENS IF I AM DELAYED?

Your travel insurance may cover you for some delays. In addition where you are delayed for more than six hours in anyone day we will seek to minimise any discomfort and where possible, arrange for refreshments and meals.

21. DO I NEED TO TAKE OUT TRAVEL INSURANCE?

We strongly advise all our customers to take out travel insurance to cover medical and repatriation costs, personal injury, loss of baggage and cancellation charges. It is not compulsory in law to have travel insurance for our tours within the United Kingdom but it is compulsory for all European/Worldwide holidays tours. If you do not have adequate insurance and require our assistance whilst on holiday, we reserve the right to reclaim from you any medical repatriation or other expenses which we may incur on your behalf which would otherwise have been met by insurers.

22. WHAT ASSISTANCE WILL YOU GIVE ME IF THINGS GO WRONG WHEN IT IS NOT YOUR FAULT?

If you, or any member of your party, suffer death, illness or injury whilst overseas arising out of an activity which does not form part of your package travel arrangements or an excursion arranged through us in the UK, we shall at our discretion, offer advice, guidance assistance.

Where legal action is contemplated and you want our assistance, you must obtain our written consent prior to commencement of proceedings. Our consent will be given subject to you undertaking to assign any costs, benefits received under any relevant insurance policy to ourselves. We limit the cost of our assistance to you and any member of your party to £5000 per party.

23. SPECIAL NEEDS

Unfortunately, many hotels overseas do not provide adequate facilities for guests with mobility problems or who suffer from other disabilities, but whether you are planning a holiday overseas or in the UK, please notify us before you book if you or any member of your party has special needs or suffers from any disability.

We are keen to plan arrangements for your holiday so that special needs and requests can be accommodated as far as possible. If you will need assistance or special facilities in the hotel, or may have difficulties in taking part in excursions or boarding and travelling on the coach or other means of transport you must let us know in advance. Not all the holidays in this brochure may be suitable for you. We want you to enjoy your holiday and will try to help you select an appropriate trip. If you need advice or further information you should contact our Head Office on 0115 989 4466.

24. SPECIAL DIETARY REQUESTS

If you require a special diet please tell us before booking, or as soon as you are medically advised, and send us a copy of the diet. We will notify the hotel or hotels on your holiday but please note that some hotels may not have facilities to cope with special diets and we cannot be held liable for their failure to do so unless the hotel has confirmed in writing that a special diet will be catered for. Where we think that a hotel is likely to be unable to cope with a special diet, we will tell you prior to your booking confirmation being issued so that you can exercise your right to cancel your holiday booking without charge. Any extra costs incurred must be paid to the hotel by you prior to departure from the hotel. We cannot guarantee hoteliers compliance with your requests.

25. SPECIAL ROOM REQUESTS

You should also detail any other requests, for example, low floor rooms, particular rooms or locations on the special requests of the booking form. We will pass your request to the relevant supplier but this does not necessarily mean that your request will be fulfilled and we cannot be held responsible for any discrepancies for requests we pass onto hoteliers on your behalf. If a request can be fulfilled you may incur an extra payable charge direct to the hotel. Please note that requests cannot be guaranteed unless we confirm on your booking confirmation that this is a guaranteed requirement and a charge for this guarantee may be made.

26. SINGLE OCCUPANCY

Single occupancy of rooms when available may be subject to a supplementary charge and this will be shown on the brochure page.

27. ENTERTAINMENT

Some of our hotels arrange additional entertainment. Where this is part of the holiday details are given on the respective brochure page. Where it is not specified it may still be available but is at the discretion of the hotel and is not guaranteed. It may be withdrawn if there is a lack of demand or for operational reasons.

28. AMENITIES

Please remember that some amenities (e.g. hotel lifts, swimming pools etc) require servicing and cleaning and may not therefore be available at all times. Some services may be affected by weather conditions and their availability is entirely at the discretion of the service. Some excursion itineraries include the use of other forms of transport, which can be affected by inclement weather and may be cancelled or arrangements changed. Whenever possible a suitable alternative excursion will be offered.

29. DATA PROTECTION ACT

In order to process your booking and to ensure that your travel arrangements run smoothly and meet your requirements we, and your travel agent, need to use the information you provide such as name, address, any special needs/dietary requirements etc.

We take full responsibility for ensuring that proper measures are in place to protect your information. We must pass the information on to the relevant suppliers of your travel arrangements such as hotels, transport companies etc. The information may also be supplied to security or credit checking companies, public authorities such as customs/immigration if required by them, or as required by law.

Additionally, where your holiday is outside the European Economic Area (EEA), controls on data protection in your destination may not be as strong as the legal requirements in this country. We will not however, pass information on to any person not responsible for part of your travel arrangements. This applies to any sensitive information that you give to us such as details of any disabilities or dietary/religious requirements. If we cannot pass this information to the relevant suppliers, whether in the EEA or not, we cannot provide your booking. In making this booking, you consent to this information being passed on to the relevant supplier for your holiday or appropriate authorities i.e. hoteliers, transport companies etc. *Please note that where information is held by your travel agent, is subject to your agent's own data protection policy.*

Your data controller is the Managing Director at our Head Office. You are entitled to a copy of your Information held by us. If you would like to see this, please contact us.

We retain your full contact details and other information in secure files and electronic storage facilities. We may use this information to contact you by mail, telephone or electronic means. We will provide you with details of other goods and services including those of selected third parties. If you do not wish to receive the further information about products and services please write to the data controller.

30. MEMBERSHIP REDUCTIONS

We have shown reductions for National Trust (NT) and English Heritage (EH) members on certain tour pages. If a reduction is NOT shown then there is NO reduction as the amount is minimal and is payable as part of the overall package which cannot be separated.

31. HOTEL STAR/SUN RATINGS

These vary considerably - an AA Y Rating in the UK could be better than a German 3* equivalent. We quote the Star or Jersey Sun ratings as published by the hotels. If the hotel is a chain hotel with no star rating, we have used the word standard to advise clients the hotel is like a 3* standard for example. We cannot be held responsible for them not coming up to your perceived standards.

32. LUGGAGE

We ask you to keep luggage down to one medium sized suitcase (max 20kgs) per person, but a small hold-all can also be taken on board the coach on British tours. Excess luggage will only be taken if coach space permits - otherwise you may have to have excess luggage around your feet. Each item must have a luggage label attached. All baggage and personal belongings are carried at owners risk and the company will not accept any responsibility for loss or damage except where such loss or damage is caused by the proven negligence of the company employees, we should also state that soft suitcases are more susceptible to damage without any negligence on the part of our staff. On Continental tours one small overnight bag (max 5kgs) per person is also recommended in addition to the luggage allowance above.

33. EXTRAS

Most hotels are able to supply you with the following:

- Newspapers
- morning/afternoon teas
- bar snacks and beverages

Some rooms also have fridges with alcoholic contents, telephones, bedroom Video Channel; all these are extras and are to be paid for by the individual before leaving the hotel, possibly at the same time as you hand in your key.

34. EMERGENCY 24 HOUR PHONE NUMBER

Emergency use only, please call 0115 989 4466 and follow instructions for the Director on call.

**35. This document was printed on 5th January 2012 in the United Kingdom by Sharpe & Sons (Nottingham) Ltd
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