

Terms and Conditions for booking with Your Dreams Travel

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 Tour Operator(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 the services that make up your holiday with different Tour Operator(s) or suppliers, in which case you will have separate contracts with each of them. As agent we accept no responsibility for the acts or omissions of the Tour Operator(s) or supplier(s) or for the services provided by them. The Tour Operator(s) or supplier(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. 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 Tour Operator(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 charges as per the suppliers booking conditions. 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. For the latest travel advice from the FCO, including security, local laws, passport and visa information, please visit <https://travellaware.campaign.gov.uk> The information can change so check regularly for updates.

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 Tour Operator(s) or supplier(s) who may cancel your booking and charge the cancellation fees set out in their Terms and Conditions. Low deposit schemes are available at selected times during the year and you will be advised of the full details of these upon request. Cheques are not accepted within 70 days of departure.

Please note that cash payments are subject to maximum limits as set out in our money laundering policy. Two forms of Identification may be required when presenting large amounts of cash to our team. Please ask for full details at the time of booking.

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 Tour Operator(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 charges stated. We reserve the right to charge a £100 admin fee per person when you cancel your holiday for non-medical reasons. When you travel, it is at your own risk. In the event of cancellation of your holiday plans, Your Dreams Travel will not take responsibility for any refunds if you choose not to go on a holiday that is still going ahead.

5. **INSURANCE:** Many Tour Operators/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.

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 book additional travel services for your trip or holiday via our company, you will NOT benefit from rights applying to packages under the Package Travel and Linked Travel Arrangements Regulations 2018. Therefore, we will not be responsible for the performance of the individual travel services. In case of problems please contact the relevant service provider. However, if you book any additional travel services during the same visit to or contact with our company, the travel services will become part of a linked travel arrangement. In that case we have, as required by the Package Travel and Linked Travel Arrangements Regulations 2018, protection in place to refund your payments to us for services not performed because of our insolvency. Please note that this does not provide a refund in the event of the insolvency of 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>. Please note that in the event of financial failure by a supplier, payments made to us in the form of a voucher (including gift vouchers and holiday curtailment vouchers) may not be eligible for a refund.

7. DELIVERY OF DOCUMENTS: All documents will be emailed to you where possible, however there will be times when we need to ask you to collect these (e.g. invoices/tickets/Insurance policies). Once documents leave our offices we will not be responsible for their loss unless such loss is due to our negligence.

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 Tour Operator(s) or supplier(s) accept any responsibility if you cannot travel because you have not complied with any passport, visa or immigration requirements or if your passport is deemed as unfit for purpose by any authority. 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 or ferry travel within the British Isles, airlines or ferries 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. We can offer you a travel visa advice service, full details of this and prices are available upon request. We are also happy to assist you with Advanced Passenger Information (API) and your travel consultant will give you further details on your requirements. A biometric passport is required for entry in to the USA. For up to date information regarding travelling with medication please contact the relevant embassy or visit: <https://www.gov.uk/travelling-controlled-drugs>

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. It is your responsibility to pre-book seats on your flight where applicable. We will assist with this where possible.

10. COMPLAINTS: Because the contract(s) for your travel arrangements is between you and the Tour Operator(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 Tour Operator/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 Tour Operator/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 travel consultant for more information. If the matter cannot be resolved then our team will guide you on any other opportunities. 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.

Insurance Indemnity Document

The booking conditions of Tour Operators are that they require you to obtain adequate travel insurance. Such insurance ensures that you are fully covered against unexpected cancellation charges, medical expenses arising abroad, loss of luggage or money and personal liability claims.

It is strongly recommended that you accept the insurance that your travel agent/tour operator recommends for you. However, you are entirely free to make your own arrangements, provided that the policy provides adequate travel insurance cover as the Tour Operator may require from time to time.

If you decline to take out the travel insurance cover offered to you (on a referral basis) by the travel agent through whom your travel arrangements have been made, you undertake, on behalf of all members of the party, to arrange alternative travel insurance. This should provide comparable cover to that offered by the travel agent / tour operator.

As your travel agent, we will accept no responsibility for any possible liabilities which may arise as a direct consequence of any failure by any member of the party, to take out adequate insurance cover.

It is strongly recommended that you accept the insurance that your Travel Agent recommends however, you are entirely free to make your own arrangements. For more information, please visit <http://holidayextras.com/I0214>

Fair Processing Notice – Your Dreams Travel

At Your Dreams Travel, we take your privacy seriously. This notice explains the key points about how we use your personal information when you book or enquire about a holiday with us.

What information we collect

We collect only the information needed to arrange your travel, this includes your contact details, passport or identification details, travel preferences and booking information, as well as payment details

This information is provided by you when you contact us, complete a form, or make a booking.

How we use your information

We use your information to arrange and manage your holiday, communicate important updates about your booking, provide customer support and to meet our legal and financial obligations. With your consent, we may also send you travel offers, updates, and marketing communications. You can opt out at any time.

Who we share your data with

We only share your information with trusted partners who help deliver your holiday, such as airlines, tour operators, hotels and travel suppliers. We may also share information when legally required, such as for fraud prevention or regulatory purposes.

How we protect your data

Your data is stored securely, and we use measures designed to prevent unauthorised access. If we ever needed to transfer your information outside the UK or EEA (for example, to overseas travel suppliers), we would ensure appropriate safeguards are in place.

How long we keep your data

We keep your information for up to 7 years after our relationship ends, unless the law requires otherwise.

Your rights

You have the right to access your personal data, correct inaccurate information, request deletion in certain circumstances, withdraw consent (for marketing or other consent-based processing), object to certain uses of your data or request your data portability. If you have concerns, you can contact us directly or make a complaint to the ICO at <https://ico.org.uk/concerns/>.

Contact us

For privacy questions or to exercise your rights, please contact Your Dreams Travel at enquiries@yourdreamsytravel.co.uk

