

Terms and Conditions

Important: please read this information before completing our booking form

YOUR CONTRACT WITH BUZZLINES TRAVEL

1. Booking and Contracts:

You must be 18 years of age or over to make a booking with us. It is the law in certain European countries, and a condition of coach operators' insurers, that infants under the age of 3 must be allocated their own seats on a coach, even if they do not use them. We therefore have to make a reduced charge for infants travelling by coach.

We accept bookings by telephone, e-mail, fax, letter or via our web-site. A discount is applicable for some bookings made on-line.

Coach Holidays – for bookings made more than 8 weeks before departure a deposit of £50 per person is payable immediately, and the balance to be paid not less than 8 weeks before departure. On certain tours involving the advance purchase of expensive admission tickets, the deposit may be increased to £100 per person. For holiday bookings made less than 8 weeks before departure, the total cost is payable immediately. Day trip bookings must be paid in full at the time of booking.

Air and Cruise Holidays - for bookings made outside of 10 weeks prior to departure a minimum deposit of £150 per person is required, but varies per tour. The balance is payable no less than 10 weeks prior to departure. For bookings made within 10 weeks of departure, the full holiday cost is payable.

For Coach Holidays a binding contract exists between us once you have paid a deposit (or full payment where a deposit is unacceptable) and we have issued a confirmation invoice. Whilst we may agree verbally to hold an option for a limited period without payment of a deposit, this will not give rise to contractual obligations by you or ourselves, and may be cancelled by either party without penalty.

For Marco Polo Cruise Holidays the contract is between you (the customer) and South Quay Travel & Leisure Limited and by booking a holiday with us you are accepting South Quay's bookings conditions. A copy will be provided with the Buzzlines Travel Cruise leaflet & further copy can be obtained on request.

Marco Polo Cruise Holidays featured in the Buzzlines leaflet are organised and operated by South Quay Travel & Leisure Limited. These cruises are financially protected by South Quay Travel & Leisure Ltd bond with ABTA. Membership number V9945 In the unlikely event of their insolvency ABTA will ensure that you are not stranded abroad and will arrange to refund any money paid to them for an advance booking.

Travel by air may be subject to certain international conventions. You agree that the transport company's own 'conditions of carriage' will apply to you on that journey.

For any holiday involving travel by air, your contract will be with an ATOL Licence holder, and separate booking conditions apply for all Air Holidays.

2. Payment

Payment can be made by cash, cheque and most credit/debit cards. There is a 3% charge on credit cards. Please note we do not issue balance payment reminders. Should the balance not be received by the date Buzzlines Travel reserves the right to cancel the booking, retain the deposit paid and charge the cancellation fee as shown in the scale under section 4 'Cancellation By You'.

3. Amendments to Your Booking:

Coach Holidays: If, after making your booking and the issue of our confirmation, you wish to change to a different Buzzlines Travel holiday or alter your booking in any way (e.g. changing departure date, pick-up point or passenger names) we will make the changes providing written notification is received at our office from the person in whose name the booking is made, at least 6 weeks prior to the departure date, accompanied by a payment of £10 per booking to cover administration charges.

In the case of notifications by e-mail, the notification must come from the same e-mail address as the original booking.

Within 6 weeks of departure, such changes may incur greater costs depending on the type of travel (e.g. Eurostar or flights) and, in some cases, will not be possible because we are bound by the booking conditions of the operator concerned.

For Air and Cruise holidays separate terms & conditions apply – copies available on request.

4. Cancellation by You:

If you wish to cancel a booking, you must notify us in writing. The person in whose name the booking is made must sign the letter of cancellation, or, in the case of notification by e-mail, the notification must come from the same e-mail address as the original booking.

The cancellation date will be deemed to be the date on which

written notification is received in our office, NOT the date on which a verbal notification may have been given.

As cancellation incurs administrative costs, and we may not be able to re-sell the cancelled places, cancellation charges will apply on the following scale:

| Period before departure within which written notification is received by Buzzlines Travel | Cancellation charge shown* as % of total holiday price excluding insurance premium |
|---|--|
| FOR COACH HOLIDAYS | |
| More than 42 days before departure | deposit |
| 42-28 days before departure | 30% of total price |
| 27-14 days before departure | 45% of total price |
| 13-7 days before departure | 60% of total price |
| 6-0 days before departure | 100% of total price |

FOR AIR & CRUISE HOLIDAYS

Separate cancellation scales apply. Copy available on request. You will be supplied with the full booking conditions of the relevant Operator when arranging your holiday.

*In the case of holidays booked at Disneyland® Resort Paris and travel by Eurostar, we are bound by the terms and conditions of our suppliers. Disneyland® holidays cancelled within 4 weeks of departure are subject to a cancellation charge of 100%. Eurostar tickets are non-refundable and non-transferable and if cancelled after confirmation, are subject to 100% cancellation charge.

NOTE: Insurance claims in respect of cancellations should be submitted as quickly as possible, and in any event with 14 days of notification of the cancellation to Buzzlines Travel.

5. Complaints:

If you have a complaint during your coach holiday please immediately inform our driver, local representative or Tour Manager who will try to rectify the problem. Persons travelling independently should raise any matter of complaint directly with the hotel management, or the Train Manager if the complaint concerns Eurostar. If the matter cannot be put right you should record the details of your complaint in writing. On your return you should write to us within 28 days with full details. We will examine all complaints, but we point out that when dealing with suppliers and operators in foreign countries a prompt response is not always forthcoming.

Every effort is made in the planning to ensure that dates are correct for carnivals, displays and outdoor special events. On rare occasions these could be altered or cancelled due to reasons beyond our control.

For Air & Cruise Holidays separate terms & conditions apply – copy available on request.

6. Travel Documents:

Please note that some non-EU passport holders must have visas to enter or travel through France. For UK nationals, a full 10-year UK passport, valid for a minimum of 6 months after your scheduled date of return, is required for all continental holidays. For travel to Jersey and Guernsey UK nationals can travel with either a full 10 year passport, valid for 6 months after your scheduled date of return, or a photo card drivers licence.

UK passport holders may require visas for entry into certain countries outside the EU, including, in some circumstances, the United States of America.

You are solely responsible for ensuring that all necessary travel documents (e.g. passports, visas, vaccination certificates etc.) are valid and effective. We cannot make applications for visas on behalf of our customers and we recommend that anyone requiring a visa contact the relevant Embassy or a professional visa agency.

No refund is given for cancellation or abandonment of a journey due to lack of correct personal documentation.

In the case of persons refused permission to board any vessel, aircraft or train, or refused re-entry into the United Kingdom due to incorrect personal documentation, Buzzlines Travel has no liability for any costs incurred by such persons as a result of such refusal.

7. Conditions of Carriage:

On rare occasions the coach specification may differ from that specified in our brochures, particularly in the event of low numbers.

All our coaches are NON-SMOKING. Our itineraries include

comfort breaks on long journeys. You may not bring a pet or other animal on holiday.

You may not carry on your person or in your luggage any firearm, ammunition, explosive or any other article or substance possession of which is prohibited by law.

You are responsible for ensuring you are at the correct departure point at the correct time. We cannot be liable for any loss or expense arising from your late arrival at a departure point.

As a precaution we strongly advise clients to be at their departure point at least 10 minutes prior to their departure time.

8. Rights of refusal:

We reserve the unconditional right to refuse a booking or to terminate a passenger's holiday in the event of conduct which, in our reasonable opinion, is likely to cause nuisance, injury or danger to our other passengers or staff.

9. Website Calculations:

We take great care to ensure that the prices calculated on our website are correct and correspond to the prices shown in our published brochures. However, if an error occurs, we reserve the right to correct it before completing your transaction. If such an error does occur, we will not debit your card until we have contacted you to correct it.

10. Data Protection:

The information you provide us for your booking will be treated in accordance with Data Protection legislation. Whilst we must obviously pass the information on to the relevant suppliers of your travel and accommodation requirements, and to public authorities such as Customs and Immigration as required by law, we will not pass on personal information to any person or organisation not involved in your travel and accommodation arrangements.

OUR OBLIGATION TO YOU

1. Financial Security:

Buzzlines Travel Ltd is a member of the Bonded Coach Holiday Group (BCH). This scheme, which is administered by the Confederation of Passenger Transport UK, safeguards any payments made by you to us in relation to your holiday booking. This is in conformity with Department of Trade and Industry Directives and ensures that in the unlikely event of our financial failure your money is absolutely secure and that you will receive either the holiday booked or a full refund.

2. No Surcharge Guarantee:

In these uncertain times, no company can be sure that surcharges may not be levied. In very limited circumstances surcharges will apply, but we guarantee that no surcharge will be levied within 30 days of departure.

The price of your holiday is subject to change for an increase or decrease on any of the following items:

- *transportation costs including fuel, ferry & cruise operators fares, tolls, embarkation and disembarkation fees at terminals, air fares and other airline charges that are part of the contract between the airlines (and their agents) and us.*
- *Exchange rates applied to the particular holiday booked.*
- *Dues and taxes including VAT or any other Government imposed charges.*

Even in this case we will absorb 2% per person of the holiday price. Only amounts in excess of 2% may be surcharged but where a surcharge is applied there will be an administration charge of £1 per person together with a separate amount to cover your agent's commission if you have booked through one.

If the surcharge means you are paying more than 10% on the holiday price, you will be entitled to cancel your holiday with a full refund on all money paid. Should you decide to cancel because of this, you must exercise your right to do this within 14 days from the issue date of the revised invoice. Alternatively you may prefer to transfer to a comparable alternative holiday if available.

3. If We Change Your Holiday:

Your holiday is planned many months in advance. Inevitably there are occasions when circumstances beyond our control may force us to make changes to the advertised holiday. Most changes are minor. However, if we have to make significant changes you will have the option of withdrawing from the holiday without penalty or accepting the changes with a variation of the price to take account of the changes, or, for equivalent value, choose another available Buzzlines Travel holiday. If you choose to withdraw, you may be entitled to compensation. However, compensation will not

Terms and Conditions *continued*

apply to changes caused by reason of war or threat of war, terrorist activity, riots, civil strife, industrial disputes, natural disasters, closure of ports or airports and similar events completely beyond our control. Occasionally hotels, which we have booked in advance, may become unavailable for reasons entirely beyond our control. Where this occurs, we will arrange a replacement hotel of a similar, or higher standard and as near to the location of the original hotel as possible. We will make every effort to notify customers of hotel changes prior to their departure, providing we ourselves have adequate notice of the necessity to change.

4. If We Cancel Your Holiday or Day Trip:

In the event of low numbers, we may have to cancel your holiday or day trip, and if this should occur we will return to you all the money you have paid to us or offer a suitable alternative. Any claims for costs incurred as a result of cancellation will be assessed on an individual basis.

5. Our Liability to You:

We accept liability for arrangements for your holiday which are wholly within our control and that of our employees and suppliers.

We ensure that the suppliers of all the services applicable to our holidays and day trips are efficient and reputable. However, coaches, vessels and aircraft do occasionally break down or suffer defects to their facilities. In some cases it may become necessary to replace a vehicle, vessel or aircraft, which cannot be conveniently repaired. We cannot accept responsibility for delays caused by any form of mechanical fault, not caused by the negligence of ourselves, our employees or our suppliers.

Our published running times are estimates only. We make every effort to adhere to our pick-up schedules and itineraries, but many factors beyond our control can interfere with timings.

GENERAL INFORMATION *(not part of the contract)*

1. Health

We recommend that all UK citizens travelling within the European Community should carry with them a European Health Insurance Card (EHIC). This card can be applied for on-line, by phone 0845 606 2030 or via the Post Office. This card is issued free of charge and proves entitlement to free or subsidised medical treatment throughout all EC countries. Medical treatment under this scheme is not always free of charge at the time of delivery, and hospitals, doctors and dentists may require payment at the time, which can be reclaimed on return to the UK.

2. Children

Children are welcome unless we specify the tour is unsuitable for those under a certain age. It is the law in some European countries that children under 16 cannot sit in the front seats of coaches. Please note that at Disneyland® Resort Paris, age and height restrictions apply to children on many of the attractions.

Infants (under 3yrs) New Law! In August 2002, the French Government has instructed all tour operators, travelling through France, that ALL infants travelling on a coach MUST have an allocated seat that no-one else can be seated on. The infant is not obliged to use the seat and can sit on an adults lap if preferred. However, because of this new law we are now reluctantly obliged to make a charge for all infants.

3. Luggage

Accommodation is provided in our coaches for passengers' luggage, but obviously space is limited and passengers are requested to restrict their luggage to one medium-sized suitcase per person plus small hand luggage, which may be taken on the coach.

4. Hotels

Unless otherwise stated, the hotel accommodation provided for our tours has double, twin and single rooms all with en-suite facilities. Where star ratings are quoted, it must be remembered that ratings vary between countries, and are not always a good guide to quality. Our Drivers and Tour Managers report to us regularly on the quality of accommodation, so that standards can be maintained. It is not usual for continental hotels to provide tea/coffee making facilities or hairdryers in rooms.

5. Special Requests

If you have special requests you consider essential to your holiday, you should advise us in writing before finalising your booking. This is especially the case with dietary requirements, as most hotels require advance notice. Requests for specific coach seats will be met as far as practicable, but where more than one person requests the same seat this will be dealt with on a first come first served basis.

6. Special Needs

We make every effort to accommodate passengers with mobility problems and other disabilities. If you require special facilities in the hotel or may have difficulty in boarding and travelling on the coach & other transport you must let us know in advance. We can accommodate folding wheelchairs & walking aids on our coaches subject to space. Carriage of motorised wheelchairs is at the discretion of the carrier.

7. Air & Cruise Holidays

As we act as Retail Agents for our worldwide air and cruise holidays, these tours must be booked direct with our travel office and not via any of our appointed booking agents.

Coach Holiday Travel Insurance

A Special Coach Holiday Travel Insurance Scheme is available for all passengers travelling on our holidays from AXA Insurance (UK) Plc who are authorised and regulated by the Financial Services Authority. Should you wish to take advantage of our Coach Holiday Travel Insurance please include the appropriate premium when booking your holiday.

DEMANDS AND NEEDS

This insurance policy will suit the Demands and Needs of an individual, or group (where applicable) who have no excluded pre-existing medical conditions, are travelling in countries included within the policy terms and who wish to insure themselves against unforeseen events detailed in the cover section below. Subject to the terms, conditions and maximum specified claim limits.

IMPORTANT

We will not provide you with advice about the suitability of this product for your individual needs but will be happy to provide you with factual information.

We summarise below the details of the insurance cover provided which also includes SPECIALITY ASSISTANCE LTD - 24-hour emergency service. The following is a brief summary of the cover available. Full details of Cover, Policy Warranties and Exclusions will be forwarded with your confirmation of booking. In any event you may ask for a specimen copy of the Policy Wording before booking should you wish to examine this in advance.

| COVER | SUMS INSURED UP TO |
|--|-------------------------|
| Cancellation | £3,500 |
| Missed Departure/Travel Delay | £600/£60 |
| Personal Accident | £15,000 |
| Medical and other Expenses including Curtailment | £2,000,000 |
| Medical Inconvenience Benefit | £450 (£15 per 24 hours) |
| Personal Property/Loss of Passport | £1,500/£200 |
| Personal Liability | £2,000,000 |
| Delayed Baggage | £100 |
| Legal Expenses | £10,000 |
| 14 day Refund | Insurance Premium |

POLICY EXCESSES

1 day trips £Nil, for holiday 2 days or more Loss of Deposit £15.00 Cancellation, Curtailment, Holiday Abandonment excess £50.00 each and every loss. Excess £50.00 each and every incident per Insured Person. Medical and Other Expenses, Personal Property and Money

IMPORTANT – HEALTH CONDITIONS

If you are travelling in England, Scotland, Wales or Northern Ireland and can answer NO to questions 1-4 immediately below, it will not be necessary for you to complete a Self Declaring Medical Form. The Standard Policy Terms, Conditions and Exclusions shall apply.

It is a condition that at the time of taking out this policy and between that time and your departure you must comply with each of the following:

- 1) You are not aware of any reason why the trip should be cancelled or cut short**
- 2) You are not travelling:**
 - a) against the advice of a medical practitioner**
 - b) for the purpose of obtaining medical treatment, or**
 - c) if you have been given a terminal prognosis**
- 3) You are not receiving or awaiting treatment for an illness or injury as a hospital day case or in-patient, as any claim arising from this illness or injury will not be covered.**
- 4) If you are on medication at the time of your travel your medical condition must be stable and well controlled.**

In addition if you are travelling outside England, Scotland, Wales or Northern Ireland, the following additional conditions will apply:

You must notify the Issuer of this policy immediately of any of the conditions listed below arising between the date the policy is issued and the time of departure of the trip. We must be informed of any fact which is likely to influence us in the acceptance, assessment or continuance of this insurance. Failure to do so may invalidate this insurance, leaving you with no right to make a claim.

- 1) If you have received medical treatment as a hospital day case, in-patient or out-patient during the six months prior to the booking of the trip, you must obtain medical advice from a medical practitioner at your cost confirming that you will be fit enough to take the trip.**
- 2) If you are undergoing medical treatment as a hospital out-patient at the date the final balance of the trip is due to be paid, a certificate of fitness confirming your ability to travel must be obtained by you at your cost.**

If you cannot comply with the above please contact the Towergate Medical Helpline on 01932 334145 (Normal Office Hours Monday to Friday 9 am to 5 pm)

The Policy contains the following General Exclusions:

You are not covered for anything caused directly or indirectly by you suffering from Stress, anxiety or depression unless it has been investigated and diagnosed as such by a Consultant specialising in the relevant field, who must confirm in writing at your cost that you are fit enough to take this trip

You must notify the issuer of this Policy immediately of any of the conditions listed above arising between the date the policy is issued and the time of departure of the trip.

COOLING OFF PERIOD

You should read your policy immediately to ensure it meets with your requirements. If for any reason it does not it must be returned to the issuer of the policy within 14 days of the date of issue or prior to travel whichever ever is the sooner. Your money will be refunded in full, provided no claims have been made or incident likely to give rise to a claim has arisen. If you cancel your policy after 14 days no refund will be given.

Buzzlines are an Appointed Representative of ITC Compliance Limited who are authorised and regulated by the Financial Services Authority.