

# Fair trading terms

Belle France is a trading name of Mark Hammerton Travel Limited and when you make a booking with us which we accept, you will enter into a contract with Mark Hammerton Travel Limited. The following terms form the basis of your contract. 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 booking conditions and agree to them.

These terms comply with the ABTA Code of Conduct and the Package Travel, Package Holidays and Package Tours Regulations 1992. References to "MHT", "we", "us" and "our" means Mark Hammerton Travel Ltd of Spelmonden Old Oast, Goudhurst, Kent TN17 1HE. 'You' and 'your' means the person who makes the booking ("lead name") and all other persons named on the booking (including anyone who is added or substituted at a later date) or any of them, as the context requires. The lead name must be at least 18 at the time of booking.

The contract between us comes into existence when we accept your booking and you pay the deposit referred to in the brochure/on our website (or other payment due at the time of booking as set out below).

## Our obligations

**1. The Price of Your Holiday.** We will always try to give accurate information on price in our advertising material and at the time of booking. If we notice we have made a mistake, we will notify you as soon as possible before your booking is confirmed. We reserve the right to increase or decrease our published prices at any time before you book. If there is any increase we will draw it to your attention at the time of booking.

You must pay the required deposit at the time of booking. The balance becomes payable 10 weeks before departure. For bookings made 4 - 10 weeks before departure, the balance must be paid within 7 days of the date of our invoice. Bookings made within 4 weeks of departure must be paid for in full at the time of booking.

The prices shown in our brochure were calculated on 1st October 2011 on the basis of then known costs and an exchange rate of £1 to 1.12 Euro as shown in the Financial Times Guide to World Currencies on that date.

Once the price of your chosen holiday has been confirmed at the time of booking, then subject to the correction of errors, we will only increase or decrease the price in the following circumstances. Price increases or decreases after booking will be passed on by way of a surcharge or refund. A surcharge or refund (as applicable) will be payable, subject to the conditions set out in this clause, in the event of any change in our transportation costs or in dues, taxes or fees payable for services such as embarkation or disembarkation fees at ports or in the exchange rate which have been used to calculate the cost of your holiday.

Even in the above cases, only if the amount of any increase in our costs exceeds 2% of the total cost of your holiday (excluding insurance premiums and any amendment charges) will we levy a surcharge. If any surcharge is greater than 10% of the cost of your holiday (excluding insurance premiums and any amendment charges), you will be entitled to cancel your booking and receive a full refund of all monies you have paid to us (except for any amendment charges) or alternatively purchase another holiday from us as referred to in clause 3 "Alterations and Cancellations by MHT". Although insurance (where purchased through us) does not form part of your contract with us or of any "package", we will consider an appropriate refund of any insurance premiums you have paid us if you can show you are unable to use/reuse or transfer your policy in the event of cancellation or purchase of an alternative holiday.

Where applicable, you have 14 days from the issue date printed on the surcharge invoice to tell us if you want to choose option (b) or (c) as set out in clause 3 below. If you do not tell us that you wish to choose either of these options within this period of time, we are entitled to assume that you do not wish to do so and will pay the surcharge. Any surcharge must be paid with the balance of the cost of the holiday or within 14 days of the issue date printed on the surcharge invoice, whichever is the later.

A refund will only be payable if the decrease in our costs exceeds 2% of the total cost of your holiday as set out above. Where a refund is due, we will pay you the full amount of the decrease in our costs.

After final payment for your holiday: We guarantee not to increase the price of your holiday once the final balance, due ten weeks before departure, has been paid. No refund will be payable if any decrease in our costs occurs during this period either.

**2. Special Requests.** We always do our best to comply with any special requests made at the time of booking but these are not guaranteed (except as set out in clause 1 under your obligations).

**3. Alterations and Cancellations by MHT.** Occasionally, we have to make changes to and correct errors in brochures and other details both before and after bookings have been confirmed and cancel confirmed bookings. Whilst we always endeavour to avoid changes and cancellations, we must reserve the right to do so. 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 of cancellation for this reason no later than 10 weeks prior to departure.

Most changes are minor. Occasionally, we have to make a "significant change". A significant change is a change made before departure which, taking account of the information you give us at the time of booking and which we can reasonably be expected to know as a tour operator, we can reasonably expect to have a major effect on your holiday. Significant changes are likely to include the following changes when made before departure; a change of accommodation to that of a lower official classification or standard for the whole or a major part of the time you are away, a change of accommodation area for the whole or a major part of the time you are away,

a change of outward ferry departure time of 12 or more hours and, in the case of tours, a significant change of itinerary missing out one or more major destination substantially or altogether.

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:

- (a) (for significant changes) accepting the changed arrangements; or
- (b) 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; or
- (c) 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 as a minimum, 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.

Period of notification given to you of any significant changes or cancellation	Compensation per booking - % of Total Holiday Cost	
(Number of days before your holiday is due to start)	If holiday is taken:	If you receive a refund
More than 70 days	Nil	Nil
43-70 days	5%	5%
29-42 days	10%	5%
15-28 days	15%	10%
0-14 days	20%	10%

Very rarely, we may be forced by "force majeure" (see clause 4) 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. Force Majeure.** Except where otherwise expressly stated in these terms, 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 terms, "force majeure" means any event 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 actual or threatened war, riot, civil strife, terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events outside our control.

**5. Delays to Transport Services.** Where we are notified of a delay by the transport operator we will take reasonable steps to advise you before departure. We regret though we are not in a position to offer you any assistance in the event of delay at your outward or homeward point of departure. You may be covered for additional expenses incurred due to such delays under the terms of your insurance policy.

**6. Marketing Information.** We make every effort to ensure that the information in our guides and brochures and on our website is accurate and comprehensive. It is based on our best knowledge at the time of going to press/publication on our website. However, changes may be made and errors may occasionally occur. Where possible we will advise you of any changes or errors at the time of booking. You must also ensure you check all details of your chosen holiday (including the price) with us at the time of booking.

## 7. Our Liability to You

a) We promise to make sure that the holiday arrangements we have agreed to make, perform or provide as applicable as part of our contract with you are made, performed or provided with reasonable skill and care. This means that, subject to these terms, we will accept responsibility if, for example, you suffer death or personal injury or your contracted holiday arrangements are not provided as promised or prove deficient as a result of the failure of ourselves, our employees, agents or suppliers to use reasonable skill and care in making, performing or providing, as applicable, your contracted holiday arrangements. Please note, it is your responsibility to show that reasonable skill and care has not been used if you wish to make a claim against us. In addition, we will only

be responsible for what our employees, agents and suppliers do or do not do if they were at the time acting within the course of their employment (for employees) or carrying out work we had asked them to do (for agents and suppliers).

b) We will not be responsible for any injury, illness, death, loss (for example loss of employment), damage, expense, cost or other sum or claim of any description whatsoever which results from any of the following:-

- the act(s) and/or omission(s) of the person(s) affected or any member(s) of their party or
- the act(s) and/or omission(s) of a third party not connected with the provision of your holiday and which would be unforeseeable or unavoidable or
- "force majeure" as defined in clause 4 above

c) We cannot accept responsibility for any services which do not form part of our contract. This includes, for example, any additional services or facilities which your hotel or any other supplier agrees to provide for you where the services or facilities are not advertised by us and we have not agreed to arrange them as part of our contract and any excursion you purchase in resort. Please also see clause 8 "Excursions, activities and general area information" below. In addition, regardless of any wording used by us on our website, in any advertising material or elsewhere, we only promise to use reasonable skill and care as set out above and we do not have any greater or different liability to you.

d) The promises we make to you about the services we have agreed to provide or arrange as part of our contract - and the laws and regulations of the country in which your claim or complaint occurred - will be used as the basis for deciding whether the services in question had been properly provided. If the particular services which gave rise to the claim or complaint complied with local laws and regulations applicable to those services at the time, the services will be treated as having been properly provided. This will be the case even if the services did not comply with the laws and regulations of the UK which would have applied had those services been provided in the UK. The exception to this is where the claim or complaint concerns the absence of a safety feature which might lead a reasonable holiday maker to refuse to take the holiday in question.

e) Where any claim or part of a claim (including those involving death or personal injury) concerns or is based on any travel arrangements (including the process of getting on and/or off the transport concerned) provided by any sea or rail carrier to which any international convention or regulation applies, the maximum amount of compensation we will have to pay you will be limited. The most we will have to pay you for that claim or that part of a claim if we are found liable to you on any basis is the most the carrier concerned would have to pay under the international convention or regulation which applies to the travel arrangements in question (the Athens Convention for international travel by sea and COTIF; the Convention on International Travel by Rail). Where a carrier would not be obliged to make any payment to you under the applicable international convention or regulation in respect of a claim or part of a claim, we similarly are not obliged to make a payment to you for that claim or part of the claim. When making any payment, we are entitled to deduct any money which you have received or are entitled to receive from the carrier for the claim in question. Copies of the applicable international conventions and regulations are available from us on request.

f) Please note, we cannot accept any liability for any damage, loss, expense or other sum(s) of any description (1) which on the basis of the information given to us by you concerning your booking prior to our accepting it, we could not have foreseen you would suffer or incur if we breached our contract with you or (2) which did not result from any breach of contract or other fault by ourselves or our employees or, where we are responsible for them, our suppliers. Additionally we cannot accept liability for any business losses including self employed loss of earnings.

**8. Excursions, activities and general area information.** We may provide you with information (before departure and/or when you are on holiday) about activities and excursions which are available in the area you are visiting. We have no involvement in any such activities or excursions which are neither run, supervised nor controlled in any way by us. They are provided by local operators or other third parties who are entirely independent of us. They do not form any part of your contract with us even where we suggest particular operators/other third parties and/or assist you in booking such activities or excursions in any way. We cannot accept any liability on any basis in relation to such activities or excursions and the acceptance of liability contained in clause 7a) above will not apply to them. We do not however exclude liability for the negligence of ourselves or our employees resulting in your death or personal injury.

We cannot guarantee accuracy at all times of information given in relation to such activities or excursions or about the area you are visiting generally or that any particular excursion or activity which does not form part of our contract will take place as these services are not under our control. If you feel that any of the activities or excursions referred to in our brochure, on our website and in our other advertising material which are not part of our contract are vital to the enjoyment of your holiday, write to us immediately and we will tell you the latest known situation. If we become aware of any material alterations to area information and/or such outside activities or excursions which can reasonably be expected to affect your decision to book a holiday with us, we will pass on this information at the time of booking.

**9. Conditions of suppliers.** Many of the services which make up your holiday are provided by independent suppliers. Those suppliers provide these services in accordance with their own terms and conditions. Some of these terms and conditions may limit or exclude the supplier's liability to you, usually in accordance with applicable international conventions (see clause 7e) above). Copies of the relevant parts of these terms and conditions and of the international conventions are available on request from ourselves or the supplier concerned.

## Your obligations

**1. Special requests and medical conditions/disabilities.** If you have any special request, you must advise us at the time of booking. Although we will endeavour to pass any reasonable requests on to the relevant supplier, we regret we cannot guarantee any request will be met. Failure to meet any special request will not be a breach of contract on our part. Confirmation that a special request has been noted or passed on to the supplier or the inclusion of the special request on your confirmation invoice or any other documentation is not confirmation that the request will be met. Unless and until specifically confirmed, all special requests are subject to availability. For your own protection, you should obtain confirmation in writing that a special request will be complied (where it is possible to give this) where it is important to you.

If you have any medical condition or disability which may affect your holiday or any special requirements as a result of any medical condition or disability (including any which affect the booking process), please tell us before you confirm your booking so that we can assist you in considering the suitability of the arrangements and/or making the booking. In any event, you must give us full details in writing at the time of booking and whenever any change in the condition or disability occurs. You must also promptly advise us if any medical condition or disability which may affect your holiday develops after your booking has been confirmed.

**2. Regulations and behaviour.** You must abide by the rules and regulations of the ferry companies, hotels and other suppliers and be considerate towards everyone you come into contact with during your holiday. If you fail to observe such rules or behave in such a way as to cause or be likely to cause (in our reasonable opinion or the reasonable opinion of the relevant supplier) danger, distress or significant annoyance to anyone or damage to property, we are entitled without prior notice, to terminate the holiday of the person(s) concerned. In this situation you will be required to vacate your accommodation or other service immediately and we will have no further responsibility towards you including any return travel arrangements. No refunds will be made and we will not meet any expenses or costs incurred as a result or pay any compensation.

**3. Damage.** When you book with us, you accept responsibility for any damage or loss caused by you. Full payment for any such damage or loss (reasonably estimated if not precisely known) must be made direct to the accommodation owner or manager or other supplier or to us as soon as possible. If the actual cost of the loss or damage exceeds the amount paid where estimated, you must pay the difference once known. If the actual cost is less than the amount paid, the difference will be refunded. You will also be responsible for meeting any claims subsequently made against us and all costs incurred by us (including our own and the other party's full legal costs) as a result of your actions. You should ensure you have appropriate travel insurance to protect you in this situation arises.

**4. Safety.** You must take reasonable precautions for your own safety including all children travelling with you. Please note, it is the requirements and standards of the country in which any services which make up your holiday are provided which apply to those services and not those of the UK. As a general rule, these requirements and standards will not be the same as the UK and may sometimes be lower.

**5. Facilities in Low Season.** The provision of certain facilities at your accommodation may be restricted in low season or in cases of bad weather. Where specific opening dates are not given this should not be taken as an implied guarantee of their availability all season.

**6. Planning your Journey.** It is your responsibility to plan your journey and to provide a roadworthy vehicle. We will not make refunds for unused accommodation where insufficient time has been allowed for journeys or if you have broken down. You are responsible for arriving in good time for your ferry crossing or rail departure.

**7. Holiday Insurance.** As responsible tour operators, we believe it is essential that you take out adequate holiday insurance for the duration of your time away. We can provide information on a holiday insurance policy you may purchase through us, but we make no recommendation. If you have an alternative policy, please provide us with your policy details. Please read your policy details carefully and take them with you on holiday. It is your responsibility to ensure that the insurance cover you purchase is suitable and adequate for your particular needs.

**8. Payment and your Confirmation.** We accept the deposit as part payment for your holiday. The final balance must be received by us 12 weeks before departure. Bookings made 4 – 10 weeks before departure must be paid for within 7 days of the date of the invoice. Bookings made within four weeks before departure must be paid for in full at the time of booking.

If we do not receive all payments due (including any surcharge where applicable) in full and on time, we are entitled to assume that you wish to cancel your booking. In this case, we will be entitled to keep all deposits paid or due at that date. If we do not cancel straight away because you have promised to make payment, you must pay the cancellation charges shown in clause 7 depending on the date we reasonably treat your booking as cancelled.

For bookings made less than 10 but more than 4 weeks before departure we reserve the right to require an additional deposit to cover possible cancellation charges and in some circumstances increased administration costs.

We will confirm your holiday by issuing a confirmation invoice. This invoice will be sent to the lead name. Please check this invoice carefully as soon as you receive it. Contact us immediately if any information which appears on the confirmation or any other document appears to be incorrect or incomplete as it may not be possible to make changes later. We regret we cannot accept any liability if we are not notified of any inaccuracies (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.

**9. Alterations and Cancellations.** Should you wish to make any changes to your confirmed holiday, please notify us in writing as soon as possible. Whilst we will endeavour to assist, we cannot guarantee we will be able to meet any such requests. All changes are subject to availability. Where we can, an amendment fee of £20 per amendment will be payable together with any costs or charges incurred or imposed by the relevant suppliers. If you reduce the number of nights' accommodation after your booking is confirmed, we reserve the right to require you to pay for the number of nights originally booked.

Alterations within 8 weeks of departure: If you wish to alter your holiday dates by more than two weeks this will be treated as a cancellation (see below) and your new holiday arrangements will be treated as a new booking.

Alterations within 2 weeks of departure: All alterations will be treated as a cancellation (see below) and your new holiday arrangements will be treated as a new booking.

Alterations whilst on holiday: We will do our best to accommodate any alteration you wish to make whilst away (subject to availability). We reserve the right to charge an amendment fee of £20 (or the equivalent in local currency) per amendment to cover administration and telephone costs together with any costs or charges incurred or imposed by the relevant suppliers. You will be required to pay the extra cost (if any) and any extra charges for additional members of your party who were not notified to us when the reservation was originally made.

Cancellations: The lead name must confirm in writing all cancellations made before your holiday departure date. No action will be taken by us until we have received your written instructions. You are strongly advised to send such notification by recorded delivery as we cannot be responsible for non-receipt of written instructions.

The holiday insurance policy we offer provides cover against cancellation in some circumstances. Claims must be made directly to the insurance company concerned.

The following cancellation fees (including the amount of the deposit) are payable. Insurance premiums and amendment charges are non refundable in all cases.

- More than 10 weeks: deposit only
- Between 4 - 10 weeks before departure: 40% of the total holiday cost
- Between 2 - 4 weeks before departure: 70% of the total holiday cost
- Less than 2 weeks before departure: 100% of the total holiday cost

Alteration and cancellation of travel bookings: Changes, alterations and cancellations of ferry or other transport operator bookings are subject to their own terms and conditions and cancellation charges are likely to be payable to them in addition to any MHT amendment fees.

Loss of travel tickets: Where lost travel tickets have to be replaced, this will be treated as an alteration and amendment charges may be levied. Some companies insist on replacements being paid for in full.

**10. Complaints and Arbitration.** Should you experience a problem with your contracted holiday arrangements whilst away, you must immediately inform our local representative or agent (if we have one) and the supplier of the service(s) in question. Any verbal notification must be put in writing and given to our representative/agent and the supplier as soon as possible. If we do not have or you cannot contact our local representative or agent and any complaint or problem is not resolved to your satisfaction by the supplier, you must contact us in the UK using the contact details we have provided you with during your holiday, giving us full details and a contact number. Until we know about a complaint or problem, we cannot begin to resolve it. Most problems can be dealt with quickly. If you remain dissatisfied, however, you must write to us within 28 days of the end of your holiday giving your booking reference and full details of your complaint. If you fail to follow this simple complaints procedure, your right to claim any compensation you may otherwise have been entitled to may be affected or even lost as a result.

All letters received by us will be acknowledged within 14 days of receipt with a full response or explanation for any delay in being able to provide a full response being sent within 28 days of receipt.

Disputes arising out of, or in connection with this contract which cannot be amicably settled may be referred to arbitration if you so wish under a special scheme arranged by ABTA and administered independently by IDRS, part of the Chartered Institute of Arbitrators. The scheme provides for a simple and inexpensive method of arbitration on documents alone with restricted liability on the customer in respect of costs. Full details will be provided on request or can be obtained from the ABTA website ([www.abta.com](http://www.abta.com)) or from ABTA (for further contact details see below). This scheme does not apply to claims for an amount greater than £5,000 per person. There is also a limit of £25,000 per booking. Neither does it apply to claims which are solely in respect of physical injury or illness or their consequences. The scheme can however deal with compensation claims which include an element of minor injury or illness subject to a limit of £1000 on the amount the arbitrator can award per person in respect of this element. The application for arbitration and statement of claim must be received by the IDRS within 1 year of the date of return from the holiday. Outside this time limit arbitration under the scheme may still be available if we agree, although the ABTA Code does not require such agreement.

**11. Your contract.** The contract between us comes into existence when we accept your booking and you pay the deposit referred to in the brochure/on our website (or other payment due at the time of booking as set out below).

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 clause 10 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).

**12. Passports, visas and health requirements.** British citizens holding a British passport do not require a visa for any of the holidays we feature. Requirements may change and you should 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 are 16 or over and haven't yet got a passport, our recommendation is that 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. If you are not a British citizen or hold a non British passport, you must check passport and visa requirements with the embassy or consulate of the country(ies) to or through which you are intending to travel.

There are no compulsory health requirements applicable to British citizens for entry into France. For cycling and walking holidays, good general health and fitness is recommended. It is your responsibility to ensure you are aware of all recommended vaccinations 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](http://www.nathnac.org) Information on health is contained in the Department of Health leaflet T7 (Health Advice for Travellers) available from the Department of Health by telephone on 0870 1555455 or via its website [www.dh.gov.uk](http://www.dh.gov.uk) and from most Post Offices. For holidays in the EU/EEA you should obtain an EHIC (European Health Insurance Card) prior to departure from the Department of Health (see leaflet T7 and the website [www.dh.gov.uk](http://www.dh.gov.uk)). Health requirements and recommendations may change and you should check the up to date position in good time before departure.

It is the responsibility of the lead name to ensure that all members of the party 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 being imposed on us, you will be responsible for reimbursing us accordingly.

**13. Foreign Office Advice.** The Foreign and Commonwealth Office publishes regularly updated travel information on its website [www.fco.gov.uk/knowbeforeyougo](http://www.fco.gov.uk/knowbeforeyougo) which you are recommended to consult before booking and in good time before departure.

**14. Data Protection.** In order to process your booking and to ensure that your travel arrangements run smoothly and meet your requirements we need to use and pass on the personal data you provide us with (such as name, address, any special needs etc). We take full responsibility for ensuring that proper security 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 provided to public authorities such as customs/immigration if required by them, or as required by law. This also applies to any sensitive information that you give to us such as details of disabilities or dietary/religious requirements. If we cannot pass this information to the relevant suppliers, we cannot provide your booking. In making this booking, you consent to this information being passed on to the relevant persons.

We will hold your information, where collected by us, and may use it to inform you of offers or to send you brochures. If you do not wish to receive such approaches in the future, please write to us at Spelmonden Old Oast, Goudhurst, Kent TN17 1HE. We may also provide your details to selected third parties for similar purposes. If you do not wish to receive such approaches in the future, please write to us at the above address.



Mark Hammetton Travel Ltd is a member of ABTA Ltd under membership number W1610. In the unlikely event of our ABTA No.W1610

insolvency, ABTA will ensure that you are not left stranded abroad (where your contracted holiday is inclusive of travel to and from the UK) and will arrange to refund any money you have paid to us for an advance booking. Please go to [www.abta.com](http://www.abta.com) for a copy of the guide to ABTA's scheme of Financial Protection.

ABTA and ABTA members help holidaymakers to get the most from their travel and assist them when things do not go according to plan. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. For further information about ABTA, the Code of Conduct and the arbitration scheme available to you if you have a complaint (see clause 13), contact ABTA at 30 Park Street, London, SE1 9EQ or see [www.abta.com](http://www.abta.com)