

Please complete in BLOCK LETTERS and return to: The Traveller & Palanquin, 10 Bury Place, London, WC1A 2JL.
Telephone. +44 (0) 20 7269 2770 Fax. +44(0) 20 7269 2777 E-mail. info@the-traveller.co.uk Web. www.the-traveller.co.uk

PLEASE PRINT CLEARLY

TITLE/FULL NAME:				
ADDRESS:				
POST CODE:				
HOME TELEPHONE:		WORK TELEPHONE:		
EMAIL:		MOBILE:		
FAX NUMBER:				
TOUR:				
DEPARTURE DATE:				
TITLE	NAME IN FULL (as in passport)	FIRST NAME (known as)	NATIONALITY (as passport)	DOB
1:				
2:				
3:				
4:				

REQUIREMENTS

TWIN ROOM <input type="checkbox"/>	DOUBLE ROOM <input type="checkbox"/>	SINGLE ROOM <input type="checkbox"/>	OTHER (Triple etc) <input type="checkbox"/>
ENTRY VISA PLUS PROCUREMENT FEE: YES <input type="checkbox"/>		NO <input type="checkbox"/>	
VEGETARIAN/OTHER:		SMOKING <input type="checkbox"/>	NON SMOKING <input type="checkbox"/>
SPECIAL REQUESTS:			
HOW DID YOU HEAR ABOUT US?			
HAVE YOU TRAVELLED WITH US BEFORE?		YES <input type="checkbox"/>	NO <input type="checkbox"/>
LAND ONLY <input type="checkbox"/>	BUSINESS CLASS UPGRADE <input type="checkbox"/>		
EXTENSIONS REQUIRED:			

PASSPORT DETAILS

NUMBER	DATE ISSUED	DATE OF EXPIRY	PLACE ISSUED
1:			
2:			
3:			
4:			

PAYMENT

DEPOSIT*	£ 375 PER PERSON
TOTAL MONIES ENCLOSED	£
CHEQUES TO BE MADE PAYABLE TO STEPPES TRAVELLER.	
CARD No:	<input type="text"/>
ISSUE DATE:	EXPIRY DATE:
CARDHOLDER'S NAME:	

*FULL PAYMENT REQUIRED 10 WEEKS PRIOR TO DEPARTURE OR ON BOOKING IF WITHIN 10 WEEKS OF DEPARTURE.
2.5% SURCHARGE WILL BE APPLIED TO ALL BALANCES PAID BY CREDIT CARD.

POUND STERLING PAYMENTS BY BANK TRANSFER CAN BE MADE DIRECTLY INTO OUR ACCOUNT. BANK DETAILS: NAT WEST BANK, ACCOUNT NAME: STEPPES TRAVELLER, ACCOUNT NUMBER: 24615196, SORT CODE: 60-05-41, IBAN: GB06NWBK60054124615196, SWIFT: NWBKGB2L

I HAVE READ AND AGREE TO BE BOUND BY THE BOOKING CONDITIONS APPEARING IN THE TRAVELLER AND PALANQUIN BROCHURE 2010.

SIGNATURE (For and on behalf of all travellers listed):	DATE:
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General and Booking Information

HOW TO BOOK

Please telephone our office on +44 (0)20 7269 2777 or email info@the-traveller.co.uk to ensure places are still available, and then send your signed booking form together with your deposit for £375 per person to the address shown on the form. You may alternatively wish to contact us by fax on +44 (0)20 7269 2777 or via our website www.the-traveller.co.uk.

TOUR INFORMATION

The hotels range from local guesthouses to five star and an indication is given with every tour description. Some tours use tented, open-air or student accommodation. Tours are arranged many months in advance, therefore itineraries, flights and hotels may be subject to change. We reserve the right to alter the carrier shown for a tour. We will inform you of any changes in writing. Please see the reminder of these Booking Conditions for further information on changes and cancellations.

Most costs are included and extras are clearly shown on each itinerary. However, please refer to our Booking Conditions regarding any surcharges.

A number of the destinations featured in our itineraries are extremely unusual and have a very weak tourist infrastructure with limited facilities with regard to accommodation, road conditions and available transportation. We endeavour to provide the best possible arrangements in such circumstances, but if you are in any doubt whatsoever, you should consider what standards you can reasonably expect very carefully before deciding to book on such a tour.

AIRPORT HOTEL ACCOMMODATION AND PARKING

Before embarking on your Traveller tour, you may wish to arrange airport hotels and secured airport car parking through our office or directly with our recommended suppliers Holiday Extras. To book directly with them please visit www.holidayextras.co.uk or call 0870 844 2435. Always check the price before booking and quote reference HX854 for the best available rates.

INSURANCE

Under new FSA rules which came into effect in 2009, we are no longer able to offer insurance to our EU passengers. If you require insurance for your tour with us, please ensure you arrange this independently and provide us with your policy details prior to your departure.

DOCUMENTATION

Once you have booked your tour, you will receive a confirmation invoice with details of the balance payable and when it is due. You will also receive a booklet introducing your destination, giving useful advice including what to take with you and a reading list for your tour. Paper or e- tickets and reporting instructions will usually be sent approximately 1-2 weeks before departure. Please contact us immediately if any information which appears on the confirmation invoice or any other document appears to be incorrect or incomplete as it may not be possible to make changes later.

PASSPORT AND VISA

Please ensure that you hold a full passport and that any visa documentation required has been obtained. The Traveller will notify British passport holders of the up to date visa requirements, however all overseas passengers must check the position with their local consulate. All travellers must hold a full passport VALID FOR AT LEAST SIX MONTHS for most overseas countries we visit. Requirements may change and you must check the up to date position in good time before departure. A full British passport presently takes approximately 2 to 6 weeks to obtain. If you or any member of your party is 16 or over and haven't yet got a passport, 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 or any member of your party is not a British citizen or holds 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.

We are unable to obtain visas for those resident overseas. Some countries require British passport holders to have a visa. We have indicated the cost of a visa (at the date of publication) on each tour where applicable, but please note this is subject to change. Six to eight weeks prior to departure we will advise you of the visa procurement process as applicable to your tour, and the charges applicable for both the visa and procurement fees. We may refer you to one of our recommended suppliers for you to complete your own visa procurement. If you decide to have us obtain the visa on your behalf, we can arrange this for UK-based customers for a handling charge of £35 or £45 per person (depending on destination), in addition to the cost of the visa itself. We will advise you of your options six to eight weeks prior to departure.

For us to be able to carry out visa procurement for UK passport holders, we need to be in possession of your passport and the relevant visa authorisation forms at 5-6 weeks before the date of travel for a period of no less than two weeks, although this varies. If you are unable to comply with our precise instructions, we regret that we will not be able to assist with visa appropriation and you will need to organise this yourself. We cannot be held responsible if you are unable to obtain a visa for any reason.

PAYMENT

Cheques should be made payable to 'Steppes Travel Ltd' drawn on a British bank account. Passengers may pay by credit card (VISA or MasterCard), bank transfer or International Money Order made out in £

Sterling. Payment in any other currency will be subject to bank charges. We are unable to accept payment by credit card without an additional fee to cover the credit card company's charges (normally 2.5%).

HEALTH

The Traveller will provide guidance on health matters, but it is the personal responsibility of the individual to ensure that advisable precautions are taken. Travellers should be in good health as a fair amount of walking is usually necessary. This is particularly the case on Palanquin Traveller itineraries and of course long days of walking over rugged terrain are involved on Palanquin Traveller Treks. Although age is not an indication of fitness, we reserve the right to ask for a medical certificate of 'travel fitness' for those over 75 (available from your GP).

HEALTH REQUIREMENTS

In certain countries featured in this brochure, vaccinations may be required or recommended by the Department of Health. As regulations frequently change, you are advised to check with your doctor as to what inoculations and other protection you should take for your chosen destination. Health requirements and recommendations may change and you must check the up to date position in good time before departure.

HIGH ALTITUDE

A few Traveller tours and many Palanquin Traveller tours spend time at altitudes of more than 7000 feet / 2,000 metres, sometimes for a number of days. If you suffer from high blood pressure, respiratory problems, epilepsy or coronary disease, it may not be advisable to participate in such programmes. If you are in any doubt whatsoever, we would advise and request that you consult your doctor before making a booking on the tour.

UK GOVERNMENT FOREIGN & COMMONWEALTH OFFICE TRAVEL ADVICE

The British Government issues travel advisory notices for overseas countries, a copy of which we supply to tour participants prior to travel www.fco.gov.uk. If the advice is against travel to a destination included in an itinerary, insurance is generally rendered invalid and we may have to postpone, re-route or cancel the tour. You should also check with your travel insurance company to confirm how any government travel notice affects your cover as this varies between insurers.

LECTURERS, SPECIALIST LEADERS & GUIDES

Traveller group tours are largely based on the work and knowledge of our accompanying lecturers. The lecturers are chosen for their knowledge and ability to deliver lively and informative talks to tour participants with a general interest as well as those who are more academic. Tours with sufficient participants are also accompanied by an experienced Tour Manager. All tours include the services of a local guide.

SINGLE ROOM

Rooms for single occupation are usually more expensive. If a tour participant is willing to share, we will try our best to match them with someone of the same gender. If, however, there is no suitable match, the single supplement will apply. In some instances there are few rooms available for single occupation so, please check and book early.

LUGGAGE

Porterage is booked wherever possible, but if we are required to spend the night in a guesthouse/local hotel, or in more remote places, this service may not be available.

COMPLAINTS

Any complaints should be made as soon as possible, whilst on tour to your Tour Leader in the first instance, in order to provide the best opportunity to remedy the situation. If the situation is not resolved you should write to us as soon as possible after the tour and within 28 days. We will investigate the grievance and reply at the earliest opportunity (it can take several weeks to gather information from overseas).

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 the information you provide (such as name, address, any special requirements etc). We must pass your information onto our suppliers (such as airlines, hotels etc) and other public authorities such as customs and immigration should this be required. Please note that the data protection controls in some parts of the world may not be as strong as they are in the UK. In making this booking, you consent to this information being passed onto the relevant persons. We will not pass on any information to any person not responsible for part of your travel arrangements. You have the right to see any information we hold on you, please contact us in writing to do so.

BOOKING CONDITIONS

The following booking conditions apply to your tailor made or group tour with The Traveller / Palanquin Traveller, trading divisions of Steppes Travel Ltd. In these booking conditions, "you" and "your" means all persons named on the booking (including anyone who is added or substituted at a later date). "We", "us" and "our" means Steppes Travel Ltd.

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

The law regarding accommodation for persons with disabilities varies from country to country and we are unable to guarantee that accommodation, transport and facilities will be equipped and suitable for wheelchair users or disabled persons.

1. BOOKING YOUR TOUR

To make a booking, you must complete our booking form. This must be signed by the first named person on the booking ("party leader"). The party leader must be authorised to make the booking on the basis of these booking conditions by all persons named on the booking and by their parent or guardian for all party members who are under 18 when the booking is made. By signing the booking form, the party leader confirms that he/she is so authorised. The party leader is responsible for making all payments due to us. The party leader must be at least 18 when the booking is made. The completed signed booking form must then be sent to us together with the payments referred to in clause 2 below.

2. PAYMENT

The full price of the Tour including any surcharges must be paid no less than 10 weeks prior to due date of departure or at time of booking, if booking within 10 weeks of departure. Bookings for departures made earlier than this must be sent with a deposit of £375 per person, and the balance must be paid no less than 10 weeks prior to due date of departure. For Independent or certain specialist Palanquin Traveller arrangements, different payment conditions may apply depending on the nature and complexity of the journey and you should check with the travel consultant at the time of booking. In some instances, an interim payment may be required to secure ground services which must be booked in advance. If the full price (including any surcharge where applicable) is not paid when due, we may cancel your booking and retain any deposit paid.

A binding contract between us comes into existence when we despatch our confirmation invoice to the party leader.

3. PRICES

- Prices are quoted in £ Sterling with items included referred to on the tour page.
- Please note, changes and errors occasionally occur. You must check the price of your chosen holiday at the time of booking.

Our prices were calculated on the basis of then known costs and exchange rates of £1 to [the relevant currency] as shown in the Financial Times Guide to World Currencies on 22nd September 2009.

We reserve the right to increase / decrease and correct errors in advertised prices at any time before your holiday is confirmed. We will advise you of any error of which we are aware and of the then applicable price at the time of booking.

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 landing taxes or embarkation or disembarkation fees at ports or airports or in the exchange rates 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 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 6 "Alteration or Cancellations by us".

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 6 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.

Please note that arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your holiday due to contractual and other protection in place.

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.

We promise not to levy a surcharge within 30 days of departure. No refund will be payable if any decrease in our costs occurs during this period either.

c) Charges for any extra arrangements made after the commencement of travel will be at the locally advertised rate and may be different to the rate paid in advance for the same service. If any services paid for in advance are unused, they are generally non-refundable once travel has commenced.

General and Booking Information

4. INSURANCE

We require you to take out adequate insurance against the usual travel risks. You must notify us in advance of departure of the name, policy number and emergency contact numbers of your insurer. We may refuse admission, without refunding the price paid, of any traveller who does not provide evidence of adequate cover.

5. ALTERATION OR CANCELLATION BY YOU

Should you wish to make changes to your booking after the issue of our confirmation invoice, we will do our utmost to accommodate them but this might not always be possible. Any changes will be subject to an administration charge of £75 per person and any further cost we incur or our suppliers impose or incur in making this alteration. You should be aware that these costs could increase the closer to the departure date that changes are made and you should contact us as soon as possible. Bookings are not transferable. You may cancel your booking by giving written notice and the following charges will apply, depending on when written notice is received:

More than 60 days before departure
Deposit only
45-59 days before departure
30% of tour cost
30-44 days before departure
60% of tour cost
14-29 days before departure
90% of tour cost
Less than 14 days before departure
100% of tour cost

6. ALTERATION OR CANCELLATION BY US

- Tours are based on a minimum number of travellers; if bookings do not reach that figure we will endeavour to continue, but we reserve the right until eight weeks prior to due date of departure to cancel the tour and give you a full refund of all that you have paid.
- We will not cancel a tour or make any material alteration to it later than eight weeks prior to the due date of departure unless it is necessary due to force majeure (see below). A recommendation by the British Government against travelling to any country will be deemed conclusive proof of force majeure, but is not the exclusive definition.
- If we cancel your tour or make a material alteration to it, we will inform you (or your travel agent) without delay and if there is time to do so before departure offer you the choice of (s) accepting the alteration, (b) an alternative holiday, if available, or (c) a full refund of all monies paid excluding insurance.
- Compensation will be payable in addition only if the cancellation or material alteration is made less than eight weeks prior to the due date of departure; but no compensation is payable if the reason for the cancellation or material alteration is force majeure or the minimum number of people required to operate your tour has not been reached. No compensation is payable for non material alterations.
- Nothing will be payable to you under paragraphs a), b), c) or d) above if you have not paid what is due at the time of cancellation or material alteration.
- We reserve the right to make reasonable and minor omissions or alterations to any part of the itinerary (including IATA or CAA air carrier used), or substitute a named lecturer for another knowledgeable in the same field. None of these will constitute a material alteration and will not enable you to cancel without paying our normal charges.
- A 'material alteration' will be regarded as an alteration to your departure date or a removal of a significant section of the published itinerary.

7. YOUR RESPONSIBILITIES

You must take care of your own passport, visa and health requirements; failure to comply is not our responsibility. We will advise you on the necessary documentation, but it is your duty to ensure that you are in possession of valid and correct paperwork. Help is available on request. For UK-based customers we offer a visa procurement service. If you are unable to comply with our instructions regarding the visa procurement process, we regret that we will not be able to assist with visa appropriation and you will need to organise this yourself.

It is the party leader's responsibility 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.

If we have indicated in our published material that the tour you have selected may be particularly arduous, you will be deemed to have satisfied yourself that you are fit to undertake it; please ask us before booking if you are in any doubt. We do not accept any responsibility for personal possessions whilst on tour.

8. LIABILITY

(1) 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 booking conditions, 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).

(2) We will not be responsible for any injury, illness, death, loss (for example loss of enjoyment), 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 were unforeseeable or unavoidable or 'force majeure' as defined below.

(3) Please note, 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 whilst overseas. 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.

(4) 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. Please bear in mind that the nature of the tours, expeditions and treks offered by us means that facilities available in the countries visited may be rudimentary by comparison with domestic standards and personal safety may be less secure than you may be accustomed to.

(5) As set out in these booking conditions, we limit the maximum amount we may have to pay you for any claims you may make against us.

Where we are found liable for loss of and/or damage to any luggage or personal possessions (including money), the maximum amount we will have to pay you is £250 per person affected unless a lower limitation applies to your claim under this clause or clause 8(6) below. You must ensure you have appropriate travel insurance to protect your personal belongings.

For all other claims which do not involve death or personal injury, if we are found liable to you on any basis the maximum amount we will have to pay you is twice the price (excluding insurance premiums and amendment charges) paid by or on behalf of the person(s) affected in total unless a lower limitation applies to your claim under clause 8(6) below. This maximum amount will only be payable where everything has gone wrong and you have not received any benefit at all from your holiday.

(6) 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 air, sea, rail or road carrier or any stay in a hotel, 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 or hotelier concerned would have to pay under the international convention or regulation which applies to the travel arrangements or hotel stay in question (for example, the Warsaw Convention as amended or unamended and the Montreal Convention for international travel by air and/or for airlines with an operating licence granted by an EU country, the EC Regulation on Air Carrier Liability No 889/2002 for national and international travel by air, the Athens Convention for international travel by sea, the Berne Convention for international travel by rail). Please note: where a carrier or hotelier 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 or hotelier for the complaint or claim in question. Copies of the applicable international conventions and regulations are available from us on request.

(7) 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.

(8) You must provide ourselves and our insurers with all assistance we may reasonably require. You must also tell us and the supplier concerned about your claim or complaint as set out in above. If asked

to do so, you must transfer to us or our insurers any rights you have against the supplier or whoever else is responsible for your claim or complaint (if the person concerned is under 18, their parent or guardian must do so). You must also agree to cooperate fully with us and our insurers if we or our insurers want to enforce any rights which are transferred.

FORCE MAJEURE

Except where otherwise expressly stated in these booking conditions, we regret we cannot accept liability or pay any compensation where the performance or prompt performance of our obligations under our contract with you is prevented or affected by or you otherwise suffer any damage, loss or expense of any nature as a result of "force majeure". In these booking conditions, "force majeure" means any event 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.

9. AIR TRAVEL ORGANISER'S LICENCE (ATOL)

We hold an Air Travel Organiser's Licence issued by the Civil Aviation Authority (ATOL number 6945). When you buy an ATOL protected air inclusive holiday or flight* from us you will receive a confirmation invoice from us confirming your arrangements and your protection under our ATOL. In the unlikely event of our insolvency the CAA will ensure that you are not left stranded abroad and will arrange to refund any money you have paid to us for an advance booking. [Please note: Not all holiday or travel services offered and sold by us will be protected by the ATOL scheme] * The air inclusive holidays and flights we arrange are ATOL protected providing either the person who pays for the booking is present in the UK when the booking is made or the first leg of any flight or flights we arrange for you commences in the UK. For further information, visit the ATOL website at www.atol.org.uk.

10. FLIGHTS

In accordance with EU Directive (EC) No 2111/2005 Article 9, we are required to bring to your attention the existence of a "Community list" which contains details of air carriers who are subject to an operating ban within the EU. The Community list is available for inspection at http://europa.eu.int/comm/transport/air/safety/flywell_en.htm.

In accordance with EU Regulations we are required to advise you of the actual carrier(s) (or, if the actual carrier(s) is not known, the likely carrier(s)) that will operate your flight(s) at the time of booking. Where we are only able to inform you of the likely carrier(s) at the time of booking, we shall inform you of the identity of the actual carrier(s) as soon as we become aware of this. Any change to the operating carrier(s) after your booking has been confirmed will be notified to you as soon as possible.

If the carrier with whom you have a confirmed reservation becomes subject to an operating ban as above as a result of which we/ the carrier are unable to offer you a suitable alternative the provisions of clause 6 "Alterations and cancellation by us" will apply. We are not always in a position at the time of booking to confirm the flight timings which will be used in connection with your flight. The flight timings shown in our brochure, on our website and/or detailed on your confirmation invoice are for guidance only and are subject to alteration and confirmation. Flight timings are outside our control. They are set by airlines and are subject to various factors including air traffic control restrictions, weather conditions, potential technical problems and the ability of passengers to check in on time.

Specific instructions relating to departure and travel arrangements will be sent with your air or other travel tickets approximately 2 weeks before departure. You must accordingly check your tickets very carefully immediately on receipt to ensure you have the correct flight times. It is possible that flight times may be changed even after tickets have been despatched - we will contact you as soon as possible if this occurs.

Any change in the identity of the carrier, flight timings, and/or aircraft type (if advised) will not entitle you to cancel or change to other arrangements without paying our normal charges except where specified in these conditions.

11. LAW AND JURISDICTION

These terms will be governed by English Law and will be subject to the jurisdiction of the Courts of England and Wales.