

## BOOKING CONDITIONS

### 1. MAKING A BOOKING - YOUR CONTRACT

To confirm a booking, 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 their parent or guardian for all party members who are under 18 when the booking is made. Tour Operators may refuse bookings from single sex parties/underage passengers, even with parental consent.

By making the booking, 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.

PLEASE NOTE: As an AGENT, we use third party suppliers, tour operators and flight booking agents to make your travel arrangements on your behalf. You will be subject to the terms and conditions of the specific suppliers for your booking.

Once we have received your booking request and all appropriate payments, we will, subject to availability, confirm your arrangements on behalf of the principal concerned by issuing a retail sales invoice. Please check this invoice carefully as soon as you receive it. Contact Departure Zone immediately if any information which appears on the retail sales invoice or any other document appears to be incorrect or incomplete as it may not be possible to make changes later. As we act only as agent we have no responsibility for any errors in any documentation that has come directly from the principal. Subject to this, we regret we cannot accept any liability if we are not notified of any inaccuracy in any document within 14 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. The only exception to this requirement to meet costs is where the mistake in question was made by us and there is good reason why you did not tell us about it within these time limits.

A binding contract between you and Departure Zone comes into existence when we generate your retail sales invoice.

Departure Zone is a member of the Travel Trust Association and Fully ATOL protected.

For further information please visit [www.traveltrust.co.uk](http://www.traveltrust.co.uk) and [www.atol.org.uk](http://www.atol.org.uk)

### 2. IF YOU CHANGE YOUR BOOKING

If, after our confirmation invoice has been issued, you wish to change your travel arrangements in any way, we will do our utmost to make these changes, but it may not always be possible. Any request for changes to be made must be made in writing, from the 'lead name' on the booking.

You will be asked to pay the charges from the Tour Operator (the 'principal') PLUS an administration charge of £25 per person.

You should be aware that these costs are likely to increase the closer to the departure date that changes are made. Only one change of departure date, per booking may be permitted. Any change in departure date will be treated as a cancellation and full cancellation charges will apply, unless you hold a fully flexible ticket. You will be asked to pay an admin fee of £25 per person and a new deposit per person to secure the new departure date. Any further changes may be treated as a cancellation by you and result in cancellation charges being applied.

**Note: Certain arrangements may not be amended after they have been confirmed and any alteration could incur a cancellation charge of up to 100% for that part of the arrangements. This applies to some low cost carriers, and special rate rooms. In some cases, any changes made may mean you having to pay for the cancelled arrangements and purchasing new ones at full cost.**

### 3. IF YOU CANCEL YOUR BOOKING

You, or any member of your party, may cancel your travel arrangements at any time. Written notification by mail or email from the 'lead name' on the booking or your Travel Agent on your behalf must be received at our offices. Since we incur costs in cancelling your travel arrangements, you will have to pay the applicable cancellation shown in the grid below.

**Note:** if the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim these charges from your insurance company.

Our cancellation charges are a percentage of the total holiday cost. These charges are based on how many days before your departure we receive your cancellation notice and not when your correspondence was sent to us.

Please note that any amendment charges are non-refundable. For insurance premiums you should refer to your insurance provider's cancellation policy.

#### Package Holiday Cancellation Charges

Period before departure within which notice of cancellation is received by us in writing	% of total booking price*
More than 70 days	Loss of Deposit
57-70 days	30%
29-56 days	50%
15-28 days	90%
Less than 14 days	100%

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\*Where the standard deposit is increased to secure specific facilities or extras, which are non-refundable in whole or part, then the scale of cancellation charges will be based on the % of the cost of all other arrangements, or loss of deposit, as applicable, and the non-refundable charges will be added to that cancellation charge to give the total charge.

If you have secured your holiday by paying a 'Low Deposit' you are liable for the Full Deposit in the event of cancellation.

Please note, if only some members of your party cancel, in addition to incurring the applicable cancellation charges, we will recalculate the holiday cost for the remaining travellers. You will be liable for any extra room charges such as single room or under occupancy supplements.

## Flight Only Cancellation Charges

% of total booking price\*

Flight Only cancellation charges vary depending on the Airline and type of ticket you hold. When purchasing the cheapest available fare, **these are usually non changeable, non refundable.**

100%  
unless otherwise specified

Please ask us for the rules of your ticket.

## Tailor-Made Itinerary Cancellation Charges

% of total booking price\*

When we have tailor-made an itinerary for you, and used more than one (1) supplier, you are bound by the terms and conditions of *each* individual supplier, in which case, cancellation charges may not be a % of the total cost, but a % of each individual *component*.

**PLEASE ASK FOR  
DETAILS**

In cases where cancellation charges made by our suppliers are higher than the cost of the deposit, we may pass the charge on to you. Please ask for full details and we will notify you of the specific charges applicable to your booking.

## Cruise Holiday Cancellation Charges

% of total booking price\*

Cruise operators have a different cancellation/amendment charge scale. Please refer to your individual cruise operator's terms and conditions for full details. For all cruise changes/cancellations, you will be asked to pay the operator charge **PLUS** an additional £25 per person administration fee.

**See Cruise Operators  
Booking Conditions**

In cases where cancellation charges made by our suppliers are higher than the cost of the deposit, we may pass the charge on to you. Please ask for full details and we will notify you of the specific charges applicable to your booking.

## 4. PASSPORTS AND VISAS

It is your responsibility to ensure you are in possession of all necessary travel and health documents before departure. You must have a full and valid passport. Most destinations require you to have at least 6 months validity on your passport from the return date of travel. You should check with your embassy for current requirements as these are subject to change.

It is mandatory for anyone travelling to or transferring through the US under the Visa Waiver Program, to obtain approval to travel no later than 72 hours prior to travel by completing an online process ESTA (Electronic System for Travel Authorisation) scheme. The cost of an ESTA is currently approx \$14 per person and can be obtained by visiting <https://esta.cbp.dhs.gov> or the Visit USA Website at [www.visitusa.org.uk](http://www.visitusa.org.uk) where further information on the scheme and up to date fee can also be found. Once completed and approved, the ESTA application is valid for two years and allows multiple visits without the need to reapply. Travellers can apply for an ESTA even if they have no firm plans to travel to the US.

Failure to obtain an ESTA could result in the passenger being denied boarding by the airline.

**Please Note: In order to fulfill your holiday itinerary, we have to provide all airlines Advance Passenger Information (API) and Secure Flight Passenger Data (SFPD). Your tickets cannot be issued until you submit the required information to us.**

You may be asked to provide:

- Full Name (EXACTLY as it appears on your Passport)
- Date Of Birth
- Gender
- Passport number
- Passport Issuing Country
- Date of Passport Issue/Expiry

You may occasionally be asked for additional information – such as the address of your first night's stay.

**If you do not provide your API in the time required, you may not be allowed to travel.**

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