

BEFORE YOUR HOLIDAY...

PASSPORT, VISA & IMMIGRATION REQUIREMENTS

Before travelling you need to check what documentations (e.g. passport or ID) you need to travel to / enter your destination country / countries. Passports or other documents used for travelling must be valid for the time of travel and it is also important to note that some countries require the passport to be valid for a certain period (e.g. 6 months) even after your planned exit / return date.

When travelling abroad, it is obligatory to check whether a visa is required to enter the destination country and/or whether a visa is required for any countries to be included during the journey, e.g. changing for connecting flights at an airport in a foreign country. This is the case for countries to be visited for day trips from the main destination country and all countries to be entered during multi-centre holidays.

Some countries require a visa to be granted prior to the commencement of the journey, whereas some countries allow visas to be granted and paid for upon entry.

There could be other immigration requirements, for example, where you must prove that you have secured accommodation either in a hotel or with a friend / relative for the duration of your stay and that you have sufficient funds to support yourself.

Some countries may refuse entry if you have stamps in your passports from certain countries they do not maintain a diplomatic relationship with. In such cases, you should obtain a new / clean passport before your holiday.

We do not accept any responsibility if you cannot travel or incur any other loss because you have not complied with any entry, passport, visa or immigration requirements. We are not responsible for denied entry and expulsion to / from any countries due to invalid / expired or lost travel documents.

Please note: The impacts of Brexit may change your visa, ticket, and health requirements. Third country nationals may require an airport transit visa when passing through EU Member States. There is the potential for disruption at borders when travelling between the UK and EU Member States and you should allow sufficient time for this when planning any onward travel. You should check any impacts of Brexit on your travel in advance of your departure, to ensure that you fulfil the requirements post-Brexit, including any passport validity requirements. The UK Government passport checker can be found here <https://www.gov.uk/check-a-passport-travel-europe>.

For further information please visit: <https://www.gov.uk/browse/abroad/passports>

Your specific passport and visa requirements, and other immigration requirements are your responsibility, and you should confirm these with the relevant Embassies and/or Consulates. We do not accept any responsibility if you cannot travel because you have not complied with any passport, visa or immigration requirements.

FLIGHT SCHEDULE & LUGGAGE ALLOWANCE

The schedules of flights are determined by the carriers, in fact they have the right to change schedules. These are always beyond our control; therefore, we are not responsible for schedule changes for outbound/return flights by less than 12 hours, however we will always do our utmost to help and assist you.

Should there be a change from the previously published / confirmed schedule, we will advise you as soon as we are notified of the change by the airline.

Under UK Law, you have rights in some circumstances to refunds and/or compensation from the airline in cases of denied boarding, cancellation or delay to flights. Full details of these rights will be publicised at UK airports and will also be available from airlines. If the airline does not comply with these rules you should complain to the Civil Aviation Authority at www.caa.co.uk/passengers. Reimbursement in such cases is the responsibility of the airline and will not automatically entitle you to a refund of your holiday price from us. If, for any reason, you do not claim against the airline and make a claim for compensation from us, you must, at the time of payment of any compensation to you, make a complete assignment to us of the rights you have against the airline in relation to the claim that gives rise to that

compensation payment. A delay or cancellation to your flight does not automatically entitle you to cancel any other arrangements even where those arrangements have been made in conjunction with your flight.

Seat-assignment is also in the control of the airlines. If you have not arranged seats to be assigned for you for your flight prior to your departure date, it will be on a first-come-first-serve basis allocated by the airline at the airport upon check-in. However, most airlines offer pre-assigned seats (usually for an additional fee), which you can arrange by using the website or phoning the call-centre of the airline after we have issued your tickets and given you the relevant reservation numbers. We are also happy to assist you with securing your seat.

Airlines tend to charge more and more for “hold luggage” (checked in bags), so in many cases this is not included in your ticket price. But it can be arranged for an extra charge that can be paid by using the website or phoning the call-centre of the airline once we have given you your reservation numbers or adding hold luggage to your booking is also available through us. Checked-in luggage can be pricey, so you are recommended to travel smart and light.

Once you have checked in at the airport, information about the flights and other details may be obtained from the ground staff of the airport and/or the airline, as well as aboard the flight.

It is crucial to check how many hours prior to your flight departure you need to be at the airport, let it be an outbound or inbound journey. We are not responsible for any missed flights due to late arrival to the respective airport and no refunds will be provided for any unused services.

Please note the existence of a “UK Air Safety list” (available for inspection at <https://www.caa.co.uk/commercial-industry/airlines/licensing/requirements-and-guidance/third-country-operator-certificates/>) detailing air carriers that are subject to an operating ban within the UK.

FOREIGN CURRENCY & EXCHANGE RATES

When travelling abroad it is recommended to learn about the currency used in the destination.

It is recommended to exchange some cash (if available & possible) to the foreign currency prior to your holiday, as you may not be able to do this upon arrival and it might be costlier to do it at the destination. However, you should keep in mind that in most countries major debit & credit cards are accepted and therefore changing too much cash is risky as you may lose on the conversion should you need to change the foreign currency back to Great British Pounds. It is recommended that you find out about debit & credit card acceptance at your destination prior to your holiday and change cash to foreign currency accordingly.

We are also happy to provide some information on foreign currencies and bank card acceptance depending on your selected holiday destination, we are however, unable to offer you foreign exchange services.

Regarding the exchange rates used for the creation of our travel products please refer to the Foreign Currency & Exchange Rates section of our website.

HEALTH, COUNTRY INFORMATION & CULTURE

Before travelling abroad, it is always useful to educate yourself about the localities.

Prior to selecting your holiday destination and especially prior to departure please check out the guidance issued and actualised by the Foreign, Commonwealth & Development Office (FCDO), also known as the Government’s Foreign Travel Checklist: <https://www.gov.uk/guidance/foreign-travel-checklist>

For further information you may wish to visit: <https://travelaware.campaign.gov.uk/>

It is recommended to check with your doctor whether any vaccinations or treatments are recommended or even required for your destination. We do not accept any responsibility if you cannot travel or incur any other loss because you have not complied with any health formalities.

Medical provision and coverage may also not be the same as in the United Kingdom, therefore please think about any usual medication you may need while away and ensure that you take the sufficient amount with you.

It is important to mention there may be differences with the use of drinking water. In some countries it is not recommended or forbidden to drink tap water, but even in the case of safe tap water it may be recommended to buy, and drink bottled water while abroad.

Besides checking on health information, it is also beneficial to find out a bit more about the country, such as:

<ul style="list-style-type: none">• the capital city of the country• the size of the territory and population• the local language• the major religion(s)• the brief history	<ul style="list-style-type: none">• the local currency• the usual banking hours• the customs for tipping• the acceptance of bank cards	<ul style="list-style-type: none">• the electricity / voltage / plug• the climate• any clothing requirements• the possible visa requirements
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Last, but not least it is not only recommended, but also interesting to research and learn about the culture of your destination. It will not only explain several cultural differences in customs, for example why shops close from midday to early evening in some of the Mediterranean countries. It can also provide you with some ideas about sites & places to visit, what culinary delights you can experience and what local entertainment can be expected.

If you have any questions about your selected destination, please do not hesitate to ask one of our professionals, so that we can assist you. If you or any member of your party have any disabilities, it is extremely important that we make the necessary arrangements to make your holiday go smoothly. We must therefore insist that you contact our offices on 01628 947415 (or via email: info@netttours.co.uk) before completing any reservation to ensure compatibility for the holiday that you choose. You may also use the check-list for Disabled and Less Mobile Passengers: <https://abta.com/resource-zone/publication/checklist-for-disabled-and-less-mobile-passengers>

IN RESORT & GROUP TRAVEL

After your arrival to the holiday destination...

Language

Unless otherwise stated, all our representatives speak English and group tours are delivered in English language.

Transfers

The inclusion of transfers upon arrival and departure from/to the airport of your holiday destination is always indicated in our product descriptions. If transfers are included, you should follow the instructions on your transfer voucher. The voucher will advise if you need to look for a specific representative or desk within the arrival hall (after collecting your luggage and going through customs) of the airport. We will always provide you with instructions prior to departure from the UK. The pick-up time for your departure from your holiday destination will also be provided, either by us before leaving the UK, or locally during your stay. We may provide private or shared transfers. In case of private transfers, you will be directly transferred to your hotel/airport. In case of shared transfers, you will be transferred together with other holidaymakers and your hotel may not be the first stop, similarly you may not be the last one to be picked up upon departure.

Accommodation

Accommodation categories are often based on the destination country's rating system; therefore, the quality of standards and services may differ from the ones you are used to in the UK of the similar category. Please make sure prior to departure that your choice of accommodation is suitable for your needs and preferences. Allocation of rooms is beyond our control; however, we are happy to forward your special room requests to the accommodation providers, but we cannot guarantee that you will get the room of your preference. According to the international standards, hotel rooms can usually be occupied after 14:00 on the day of arrival and must be vacated around 10:00 – 11:00 on the day of departure. Subject to your arrival flight, it is possible that you are not able to get into your room right after the arrival to the hotel. The hotels are not responsible for the cleanliness of the public areas around the hotel.

Constructions

Construction works at holiday resorts and in their surroundings often take place without prior notice, construction companies do not usually notify the "neighbours" of the works, therefore we are not always aware of these, and these are beyond our control. In some unlikely cases, you could face unforeseen restoration works at your accommodation that we are also not informed of in advance.

Pools

Pools must be cleaned, and water replaced from time to time, even if those are equipped with a filtration system, therefore there could be periods of the day (usually overnight) when pools cannot be used.

Air-conditioning

Air-conditioning systems are centrally controlled and may only operate in high season. In most hotels, air-conditioners would only work with closed doors and windows and/or with the use of the room cardkey. Functioning air-conditioners usually make some noise.

Water and electricity supply

Depending on your holiday destination, due to unforeseen weather or technical circumstances, there could be short power and/or water supplier failures. These are beyond our or the hotels' control.

Clothing

In many hotels modestly dressing up for dinner is required and men are required to wear long trousers.

Optional tours & excursions

Optional programs can be booked in advance (*see section number 14 in our terms and conditions*) with us, but in most cases locally as well while already on holidays. The different optional tours / excursions are usually scheduled for the same days of each week, however, there can be alterations which may only be communicated while in resort during the holiday.

Problems

When sending your travel documents (tickets, vouchers etc.) we will always provide you with the contact details of our local representative and/or service provider. If there are more providers involved, we will provide you with all necessary contact details. Should you encounter any problems during your holiday, please make sure to report it to our representative and/or the corresponding service provider, because:

- a) this is the speediest way to resolve your problem
- b) only if you report the issue in resort and at the time of the problem may we assist in requesting compensation (if relevant and verifiable ground can be established for it)

Alternatively, if seeking local assistance during your holiday is not possible or you need further help and support, we also provide you with a 24/7 UK duty number within your travel documents. This phone number may only be used during your journey and while in resort. In case of lost and/or damaged luggage upon arrival to any airports, a report must be filed with the airline or its representative (usually located in the baggage reclaim area of airports), before leaving the airport, because later it is almost impossible to contact the airlines and seek compensation as there will be lack of evidence filed.

TRAVEL INSURANCE

Travel Insurance quotation provided by **Holiday Extras**.

For more information or to obtain a quote please go to their website:

<https://www.holidayextras.com/travel-insurance.html?agent=IA511> OR call them on 0333 1880 667 to speak to a friendly advisor.

Please quote AA511 upon calling.

NOTE: When you click on the link above you will be transferred to Holiday Extras.