

## KEY POINTS:

- A booking will exist from the moment of the issuing of our confirmation invoice and you thereby acknowledge that you have read, understood and accept to be bound by these Terms & Conditions
- If you then cancel, there will be cancellation charges. Initially this may only be a deposit but can increase to 100%
- You can make changes to your booking in certain circumstances but we may make a charge for this. We can change or cancel your booking but we will only pay you compensation in certain circumstances
- We are responsible for providing your holiday but there are legal limitations
- We are members of ABTA – our member number is W6775
- Through our ATOL licence, we provide protection for your money on flight-inclusive package holidays. (See ATOL section below.)
- Please ensure that you have adequate travel insurance to cover the various aspects of your holiday and, in particular, any disruptions to your arrangements that may be caused by the imposition of travel restrictions by the UK or other governments
- **N.B. Please read the full terms below for more information and for other important rights and obligations**

## WHO WE ARE

Just Sardinia, Just Corsica and Just Sicily are all trading names of Hargreaves & Nurse Ltd. Registration Number: 04080294 (and VAT registered number 760 536 139). Registered Office: Elman Wall, Becket House, 36 Old Jewry, London, EC2R 8DD. Trading Office 142 Mudeford Lane, Christchurch, Dorset, BH23 3HS.

## ABTA

We are a member of ABTA (Association of British Travel Agents), membership number W6775. As such, we are obliged to maintain high standards of service to you by abiding by ABTA's Code of Conduct. In the unlikely event of unresolved disputes, we can also offer you access to ABTA's independent dispute resolution scheme which is approved by the Chartered Trading Standards Institute. For further information, please consult [www.abta.com/help-and-complaints](http://www.abta.com/help-and-complaints).

## TERMS & CONDITIONS – FLIGHT-INCLUSIVE PACKAGE HOLIDAYS

If your booking with us qualifies as a 'package holiday' it receives protection under the Package Travel and Linked Travel Arrangements Regulations 2018.

A 'flight-inclusive package holiday' includes return flights from/to a UK airport plus at least one of the following:

- accommodation (such as a hotel, villa or apartment)
- car rental
- a tourist service (such as a tour guide or a trip to a historical attraction) where this is a significant part of the holiday either because of its value or because it is an essential part of the trip, and which are booked through us at an inclusive price in a single transaction. Please see specific Terms & Conditions relating to the reservations of Experiences. Transfers to and from airports & ports are not considered to be a significant part of the holiday in this context.

Provided that all the elements are booked in a single transaction, these holidays are protected under The Package Travel and Linked Travel Arrangements Regulations 2018. These regulations require us to provide security for the monies that you pay for flight-inclusive package holidays booked from our brochure or website.

Please see [www.abta.com/help-and-complaints/frequently-asked-questions/what-package-holiday-and-what-linked-travel](http://www.abta.com/help-and-complaints/frequently-asked-questions/what-package-holiday-and-what-linked-travel) to establish whether your booking qualifies as a 'package' in this context and for further information.

## YOUR FINANCIAL PROTECTION

We provide financial protection for our package holidays through our ATOL bonding.

For flight-inclusive holidays, this is through our Air Travel Organiser's Licence number 10217 issued by the Civil Aviation Authority, Aviation House, Beehive Ringroad, Crawley, West Sussex, RH6 0YR. Telephone: 0333 103 6350, Email: [claims@caa.co.uk](mailto:claims@caa.co.uk). When you buy an ATOL protected flight or flight-inclusive holiday from us, you will receive an ATOL Certificate. This lists what is financially protected, from where you can obtain further information, what this means for you and who to contact if things go wrong. We will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where we are not able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will fulfil those obligations, and you agree to pay any money outstanding to be paid by you under your contract with us to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable). If we are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.

## YOUR CONTRACT WITH US

Your contract with us is made on the basis of these Terms & Conditions which are governed by English Law and the jurisdiction of the English Courts. You may, however, choose the law and jurisdiction of Scotland or Northern Ireland if you are domiciled in that country should you wish to do so. When you make a booking, you guarantee that you are over 18 years of age and have the authority to accept - and do accept on behalf of all members of your party - these booking Terms & Conditions. A contract will exist from the moment of the issuing of our confirmation invoice and a reference number will be attributed to your booking at that time. By requesting us to confirm your holiday booking you are accepting these Terms & Conditions and thereby consent to us processing personal information about you and other members of your party (see Data Protection below). Your contract is made on the basis of these Terms & Conditions and you will be required to pay a deposit amount as stipulated at the time of booking for each person to include the full price of the flights (if part of your booking) (including infants) when you confirm your booking. Please note the amount of the booking deposit required may vary or there may be an additional charge payable to secure certain accommodations or flights where it is necessary to secure specific facilities with full payment at time of booking e.g. specific types of airline tickets, certain hotel rooms or special offers. The balance of the price of your booking must be paid no less than 8 weeks before departure in the absence of which the booking may be cancelled by us, and you will be liable for the cancellation charges as detailed below. On receipt of our confirmation invoice, it is imperative that you check all details are correct, including the spelling, of all dates, passenger names, flight times, etc, and if they are not correct you must contact either ourselves or, if booked through a travel agent, your travel agent immediately. Any changes must be brought to our attention at the latest 2 weeks before departure or you may be liable for any costs incurred for the re-issuing of travel documents and risk the documents being refused by the airline, car-hire company/transfer company or accommodation provider.

## YOUR HOLIDAY PRICE

Prices included on our website are in UK pounds and were calculated using an exchange rate of €1.13 to £1 on 1st December 2025, however we reserve the right to change any of those prices from time to time. We will be able to tell you the up-to-date price of your holiday and of any other services advertised on our websites before your contract is confirmed at the time of booking. Changes in transportation costs, including the cost of fuel, dues, taxes or fees chargeable for services such as landing taxes or embarkation or disembarkation fees at ports and airports mean that the price of your travel arrangements may change after you have booked. However, there will be no change within 20 days of your departure. We will absorb, and you will not be charged for, any increase equivalent up to 2% of the price of your travel arrangements, which excludes insurance premiums and any amendment charges. You will be liable for the amount over and above that limit, plus an administration charge of £1 per person together with an amount to cover agents' commission. (if relevant) However, if this means that you have to pay an increase of more than 8% of the price of your travel arrangements, you will have the option of accepting a change to another holiday if we are able to offer one (we will refund any price difference if the alternative is of a lower value) or cancelling your booking and receiving a full refund of all monies paid, except for any amendment charges imposed by third party suppliers.

## SHOULD YOU DECIDE TO CANCEL YOUR BOOKING UNDER THESE CIRCUMSTANCES:

- 1) You must do so within 14 days from the date of issue of your final revised invoice.
- 2) We will also provide a refund of insurance premiums paid to us if you can satisfactorily demonstrate that you are unable to transfer or reuse your policy.

Should the price of your holiday go down due to the cost changes mentioned above, the difference in price of the elements affected will be refunded to you, less any administrative charges incurred. Please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your travel due to contractual and other financial protections in place.

### Bookings Made Through Travel Agents

When you buy a flight-inclusive holiday through a travel agent, all monies you pay to the travel agent are held by them on behalf of and for the benefit of the Trustees of the Air Travel Trust at all times. This is subject to the agent's obligation to pay it to us as long as our company does not fail. If we fail, any money held at that time by the agent, or subsequently accepted from you by them is, and continues to be, held on behalf of and for the benefit of the Trustees of the Air Travel Trust without any obligation to pay that money to us. When you buy a holiday not including a flight, all monies you pay to the travel agent are held by them on our behalf at all times. Please note that prices quoted on our website through our online booking system include early booking offers, supplements and reductions but excluding any loyalty discounts, where relevant.

## CHANGES OTHER THAN THE PRICE

Under the terms of your booking, we are entitled to make changes to any aspect of your booking and you will be advised accordingly as soon as possible and whether we consider the change to be 'non-significant' or 'significant' in this context. Examples of non-significant changes include alteration of your outward/return flights by less than 12 hours, changes to aircraft type, change of accommodation to another of the same or higher standard in the same region, changes of carriers or suppliers or the change of your departure airport if it is within the same region. e.g. from / to a different London airport or to the same region at your arrival airport.

However, if we are constrained by circumstances beyond our control to significantly alter any of the main characteristics of the travel services that make up your package, including any Experiences booked directly through us that constitute a substantial element of your package, you will have the rights set out below:

- 1) We will contact you and, in the event that the modification constitutes a significant change, you will have the choice of accepting the change or having a refund of all monies paid. You can also accept an alternative holiday, where we are able to offer one (we will refund any price difference if the alternative is of a lower value). We will tell you the procedure for making your choice. Please read any notification of changes carefully and respond promptly as, if you do not respond to us within the timescale given, your booking may be cancelled.
- 2) If you choose to accept a refund, we will pay compensation as detailed below except where the significant change is due to unavoidable and extraordinary circumstances - which means a situation beyond our control, the consequences of which could not have been avoided or foreseen even if all reasonable measures had been taken.

We carry out regular audits of all the accommodations we feature and of our service suppliers in order to ensure their adherence to national and local laws and regulations, but we will not be liable for any loss which arises due to a non-compliance with those laws and regulations by our accommodation partners, other suppliers or their representatives.

The providers of our Experiences possess the necessary professional qualifications, regulatory organisation memberships and public liability insurances as required by Italian law.

Any compensation that we may offer does not preclude you from claiming more if you believe you are entitled to do so.

Period before departure when a major change is notified	Compensation payable per passenger
More than 56 days	NIL
55-29 days	£10
28-7 days	£15
Less than 7 days	£25
	Child Pro-rata

#### SIGNIFICANT CHANGES

We consider a significant change as one involving a change or substitution of accommodation to a lower grade than stated on our website (whether star rating or our own vine rating), the change to an arrival / departure airport in a different region, (Examples of airports within the same region are all 'London' airports i.e. London Luton, London Heathrow, London City, London Gatwick, London Stansted and London Southend. Similarly, all airports on Sardinia, Sicily and Corsica are considered to be in the same region.) a change in the time of your departure or return flight by more than 12 hours (but not a flight delay as this may be covered under your travel insurance and under Regulation EU261/2004). These changes are only examples and there may be other alterations which constitute significant changes.

This standard payment will not affect your statutory or other legal rights. The compensation that we offer does not preclude you from claiming more if you believe you are entitled to do so.

#### IMPORTANT NOTE - EVENTS BEYOND OUR CONTROL

We will not pay you compensation if we are obliged to cancel or change your travel arrangements in any way because of unusual or unforeseeable circumstances that are beyond our control, and which could not have been avoided or foreseen even if all reasonable measures had been taken. These can include, but not limited to, war, riot, industrial dispute, terrorist activity and its consequences, natural or nuclear disaster, fire, adverse weather conditions, epidemics and pandemics, unavoidable technical problems with transport.

#### IF YOU WISH TO CHANGE YOUR BOOKING

If, after our confirmation invoice has been issued, you wish to change your travel arrangements in any way, for example your chosen departure date or selected accommodation, we will do our utmost to implement these changes on your behalf, although this may not always be possible. Any request for changes must be made in writing from the person who made the booking or your travel agent if applicable. You will be asked to pay an administration charge of £25 plus any further cost we may incur in making any alteration, in addition to any increases in the cost of the accommodation and/or service you wish to change. You should be aware that these costs may increase the closer to the departure date that changes are made, and you should therefore contact us as soon as possible if you do wish to amend any element of your booking. Please note: Certain travel arrangements (e.g. flight tickets) may not be modifiable after a reservation has been made due to our suppliers' own terms & conditions and any alteration request could incur a cancellation charge of up to 100% of that part of your arrangements. If the requested change is to amend all the passenger names on the booking, then cancellation charges will apply. Any alterations made within 8 weeks of departure may be treated as cancellations and re-bookings.

Please note: If you have booked your own flights, a change of name and/or departure details are not always permitted by airlines or may incur an administration charge. Please refer to your chosen flight operator's T&C's.

#### IF YOU WISH TO CANCEL YOUR BOOKING

You, or any member of your party, may cancel your travel arrangements at any time. The notification of any cancellation must be made by the person who made the booking - or your travel agent if appropriate - and must be received by us in writing. Since we incur costs in cancelling your travel arrangements, you will be required to pay cancellation charges as follows:

No. of days before departure	Cancellation Charge
Over 56	Loss of deposit
55-29	50%
28-22	75%
21-8	90%
7-0	100%

**Note:** When booking certain flights with some airlines, such as those that require full payment at the time of booking, 100% cancellation charge will apply for that element of your booking irrespective of the amount of notice provided by you.

**Note:** If the reason for your cancellation is covered under the terms of your holiday insurance policy, you may be able to reclaim these charges. Subject to the nature of your booking and the terms of the Package Travel and Linked Travel Arrangements Regulations 2018 (if applicable), you may be able to cancel your booking without paying cancellation charges if the performance of your package, or the carriage of passengers to your destination, is significantly affected by unavoidable and extraordinary circumstances which could not have been avoided or foreseen even if all reasonable measures had been taken. In such circumstances, we will arrange for your booking to be terminated and for you to receive a full refund. We will observe advice provided by the UK Foreign & Commonwealth and Development Office (FCDO). For the latest travel advice from the Foreign, Commonwealth & Development Office including security and local laws, entry requirements plus passport and visa information, including the new EES system, please consult the following [www.gov.uk/foreign-travel-advice](http://www.gov.uk/foreign-travel-advice). Please be aware that this advice can change at any time so please ensure you consult this site regularly up until the moment you travel. Please be aware that the advice issued by the FCDO is for information purposes and recommendations not to travel to a particular destination as opposed to a prohibition to travel to that destination does not confer a legal right to cancel your booking.

## OUR LIABILITY TO YOU

You must inform us without undue delay of any perceived failure to perform, or improper performance of the travel services included in your package. If you believe that any of the travel services included in your package are not performed in accordance with the contract, or are improperly performed, by us or the travel service suppliers, and this has affected the reasonable enjoyment of your travel arrangements, you may be entitled to an appropriate price reduction or compensation or both. We will not be liable where any failure to perform or improper performance of the travel services is due to actions or absence of actions by you or another member of your party or a third party unconnected with the provision of the travel services in the package and is unforeseeable or unavoidable or due to unavoidable and extraordinary circumstances, which means a situation beyond our control, the consequences of which could not have been avoided even if all reasonable measures had been taken. We carry out regular audits of all the accommodations we feature and of our service suppliers in order to ensure their adherence to national and local laws and regulations, but we will not be liable for any loss which arises due to a non-compliance with those laws and regulations by our accommodation partners, other suppliers or their representatives. Our liability, except in cases involving death, injury or illness, shall be limited to a maximum of three times the cost of your travel arrangements. Our liability will also be limited in accordance with and/or in an identical manner to:

- 1) The contractual terms of the companies that provide the travel services that make up your package, the terms of which are incorporated into your booking; and
- 2) Any relevant international convention, for example the Montreal Convention in respect of travel by air, the Athens Convention in respect of travel by sea, the Berne Convention in respect of travel by rail and the Paris Convention in respect of the provision of accommodation, which limit the amount of, and conditions under which, compensation may be claimed.

We are to be regarded as having all benefits of any limitation of the extent of, or the conditions under which any compensation may be paid under these or any conventions.

You can ask for copies of the travel service contractual terms, or the international conventions, from Hargreaves & Nurse Ltd. Under EU law (Regulation 261/2004) – incorporated into Air Passenger Rights and Air Travel Organisers' Licensing (Amendment) (EU Exit) Regulations 2019 – you may have rights in some circumstances to claim refunds and/or compensation from your airline in cases of denied boarding, cancellation or delays to flights. Full details will be publicised at EU & UK airports and available from airlines. However, reimbursement in such cases will not automatically entitle you to a refund of your holiday cost from us. Your right to a refund and/or compensation from us is set out in these booking conditions.

If any payments to you are due from us, any payment made to you by the airline or any other service provider will be deducted from that refund.

In the unfortunate event that your flight is significantly delayed, cancelled or you are denied boarding, under Regulation EU 261/2004, it is the airline's responsibility to provide you with care and assistance and, if applicable, re-routing. The extent of your entitlement to this depends on the distance of your flight and the length of the delay. If your airline is unable to provide the specified care and assistance or re-routing, you should be able to recover any reasonable expenditure incurred in making your own arrangements. Please ensure that you keep all receipts for each item of expenditure.

Depending on the reason for the delay or cancellation of your flight or why you were denied boarding, you may also be entitled to claim compensation.

For further information please see the attached link to the Civil Aviation Authority website:

[www.caa.co.uk/passengers/resolving-travel-problems/delays-and-cancellations/delays/](http://www.caa.co.uk/passengers/resolving-travel-problems/delays-and-cancellations/delays/)

The limit does not apply to persons with reduced mobility and any person accompanying them, pregnant women and unaccompanied minors, or persons in need of specific medical assistance, provided that you notified us of these needs at least 48 hours before the start of your holiday. N.B. this entire clause (Our Liability To You) does not apply to any separate contracts with third parties that you may enter into for excursions or activities whilst on holiday nor does this cover disruptions to your holiday arrangements as a consequence of any member of your party being precluded from travelling due to restrictions imposed by the UK or other governments or any action / inaction on their part.

## THE CONDITIONS OF YOUR TICKET

When you travel by air or by sea, your journey may be subject to certain international conventions such as the Warsaw Convention, Montreal Convention or Athens Convention. You agree that the transport company's own Conditions of Carriage will apply to you on that journey. When arranging this transportation for you, we rely on the terms and conditions contained within these international conventions.

## TERMS & CONDITIONS – NON-FLIGHT-INCLUSIVE PACKAGES

If your booking with us is a 'Non-flight inclusive package holiday' it receives protection under the Package Travel and Linked Travel Arrangements Regulations 2018. Please consult [www.abta.com/help-and-complaints/frequently-asked-questions/what-package-holiday-and-what-linked-travel](http://www.abta.com/help-and-complaints/frequently-asked-questions/what-package-holiday-and-what-linked-travel) to establish whether your booking qualifies as a 'Non-flight-inclusive package' in this context:

A 'Non-flight-inclusive package' is a combination of two or more of the following elements:

- accommodation (such as a hotel, villa or apartment)
- car rental
- a tourist service (such as a tour guide or a trip to a historical attraction) where this is a significant part of the holiday either because of its value or because it is an essential part of the trip, and which are booked through us at an inclusive price in a single transaction. Please see specific Terms & Conditions relating to the reservations of Experiences. Transfers to and from airports & ports are not considered to be a significant part of the holiday in this context.

Provided that all the elements are booked in a single transaction, these holidays are protected under The Package Travel and Linked Travel Arrangements Regulations 2018.

Please see [www.abta.com/help-and-complaints/frequently-asked-questions/what-package-holiday-and-what-linked-travel](http://www.abta.com/help-and-complaints/frequently-asked-questions/what-package-holiday-and-what-linked-travel) to establish whether your booking qualifies as a 'package' in this context and for further information.

## FINANCIAL PROTECTION

We provide financial protection for our package holidays that do not include flights by way of a bond held by ABTA – The Association of British Travel Agents, 30 Park Street, London, SE1 9EQ, [www.abta.com](http://www.abta.com). You agree to accept that in the event of our insolvency ABTA may arrange for the services

you have bought to continue, or for a suitable alternative to be provided at the same cost as your original booking. You also agree to accept that, in circumstances where the travel service supplier provides the services you have bought, you agree to pay any outstanding sum under your contract with us to that alternative travel service provider. However, you also agree that in some cases the services will not be provided, in which case you will be entitled to make a claim under ABTA's Scheme of Protection (or your payment card issuer where applicable) for a refund of the monies you have paid. N.B. this entire clause (Our Liability To You) does not apply to any separate contracts with third parties that you may independently enter into for excursions or other activities whilst on holiday.

#### YOUR CONTRACT WITH US

Your contract with us is made on the basis of these Terms & Conditions, which are governed by English Law and the jurisdiction of the English Courts. You may, however, choose the law and jurisdiction of Scotland or Northern Ireland if you wish to do so and you are domiciled in that country. When you make a booking, you guarantee that you are over 18 years of age and have the authority to accept - and do accept on behalf of all members of your party - these booking Terms & Conditions. A contract will exist from the moment of issuing our confirmation invoice and a reference number will be attributed to your booking at that time. By requesting us to confirm your holiday booking you are accepting these Terms & Conditions and thereby consent to us processing personal information about you and other members of your party (see Data Protection below). Your contract is made on the basis of these Terms & Conditions and you will be required to pay a deposit amount as stipulated at the time of booking for each person on the booking. Please note your booking deposit may vary or there may be a charge payable for some accommodations where it is necessary to secure specific facilities with full payment at time of booking e.g. certain hotel rooms or special offers. The balance of the price of your booking must be paid no less than 8 weeks before departure in the absence of which the booking may be cancelled by us, and you will be liable for the cancellation charges as detailed below. On receipt of our confirmation invoice, it is imperative that you check all details are correct, including the spelling, of all names, travel dates etc and if they are not correct you must immediately contact either ourselves or, if booked through a travel agent, your travel agent. Any changes must be brought to our attention at the latest 2 weeks before departure or you may be liable for any costs incurred for the re-issuing of travel documents and risk the documents being refused by car-hire company/transfer company or accommodation provider.

#### YOUR HOLIDAY PRICE

Prices included on our website are in UK pounds and were calculated using an exchange rate of €1.13 to £1 on 1st December 2025, however we reserve the right to change any of those prices from time to time. We will be able to tell you the up-to-date price of your holiday and of any other services advertised on our websites before your contract is confirmed at the time of booking.

Please note that prices quoted on our website through our online booking system include early booking offers, supplements and reductions excluding any loyalty discounts, where relevant.

Bookings Made Through Travel Agents

When you buy a holiday not including a flight, all monies you pay to the travel agent are held by them on our behalf at all times. Please note that prices quoted on our website through our online booking system include early booking offers, supplements and reductions but excluding any loyalty discounts, where relevant.

#### CHANGES OTHER THAN PRICE

Under the terms of your booking, we are entitled to make changes to any aspect of your booking and you will be advised accordingly as soon as possible and whether we consider the change to be 'non-significant' or 'significant' in this context, including for any Experiences booked directly through us that constitute a substantial element of your package. However, if we are constrained by circumstances beyond our control to alter significantly any of the main characteristics of the travel services that make up your package, you will have the rights set out below:

- 1) We will contact you and, in the event that the modification constitutes a significant change, you will have the choice of accepting the change or having a refund of all monies paid. You can also accept an alternative holiday, where we are able to offer one (we will refund any price difference if the alternative is of a lower value). We will tell you the procedure for making your choice. Please read any notification of changes carefully and respond promptly as, if you do not respond to us within the timescale given, your booking may be cancelled.
- 2) If you choose to accept a refund: we will pay compensation as detailed below except where the significant change is due to unavoidable and extraordinary circumstances - which means a situation beyond our control, the consequences of which could not have been avoided or foreseen even if all reasonable measures had been taken.

We carry out regular audits of all the accommodations we feature and of our service suppliers in order to ensure their adherence to national and local laws and regulations, but we will not be liable for any loss which arises due to a non-compliance with those laws and regulations by our accommodation partners, other suppliers or their representatives.

The providers of our Experiences possess the necessary professional qualifications, regulatory organisation memberships and public liability insurances as required by Italian law.

Any compensation that we may offer does not preclude you from claiming more if you believe you are entitled to do so.

Period before departure when a major change is notified	Compensation payable per passenger
More than 56 days	NIL
55-29 days	£10
28-7 days	£15
Less than 7 days	£25
	Child Pro-rata

#### SIGNIFICANT CHANGES

We consider a significant change as one involving a change or substitution of accommodation to a lower grade than stated on our website (whether star rating or our own vine rating) or to a different location that is significantly distant from the original accommodation. These changes are only examples and there may be other alterations which constitute significant changes.



This standard payment will not affect your statutory or other legal rights. The compensation that we offer does not preclude you from claiming more if you believe you are entitled to do so.

#### IMPORTANT NOTE - EVENTS BEYOND OUR CONTROL

We will not pay you compensation if we are obliged to cancel or change your reservation arrangements in any way because of unusual or unforeseeable circumstances beyond our control, and which could not have been avoided or foreseen even if all reasonable measures had been taken. These can include, but not limited to, war, riot, industrial dispute, terrorist activity and its consequences, natural or nuclear disaster, fire, adverse weather conditions, epidemics and pandemics or interventions by the UK or foreign governments which negatively impact on your reservation arrangements.

#### IF YOU WISH TO CHANGE YOUR BOOKING

If, after our confirmation invoice has been issued, you wish to change your travel arrangements in any way, for example your chosen departure date or selected accommodation, we will do our utmost to implement these changes on your behalf, although this may not always be possible. Any request for changes must be made in writing from the person who made the booking or your travel agent if applicable. You will be asked to pay an administration charge of £25 plus any further cost we may incur in making any alteration, in addition to any increase in the cost of the accommodation and/or service you wish to change. You should be aware that these costs may increase the closer to the departure date that changes are made and you should therefore contact us as soon as possible. If the requested change is to amend all the passenger names on the booking, then cancellation charges will apply. Any alterations made within 8 weeks of departure may be treated as cancellations and re-bookings.

Please note: If you have booked your own flights, a change of name and/or departure details are not always permitted by airlines or may incur an administration charge. Please refer to your chosen flight operator's T&C's.

#### IF YOU WISH TO CANCEL YOUR BOOKING

You, or any member of your party, may cancel your travel arrangements at any time. The notification of any cancellation must be made by the person who made the booking or your travel agent if appropriate - and must be received by us in writing. Since we incur costs in cancelling your travel arrangements, you will be required to pay cancellation charges as follows:

No. of days before departure	Cancellation Charge
Over 56	Loss of deposit
55-29	50%
28-22	75%
21-8	90%
7-0	100%

**Note:** If the reason for your cancellation is covered under the terms of your holiday insurance policy, you may be able to reclaim these charges. Subject to the nature of your booking and the terms of the Package Travel and Linked Travel Arrangements Regulations 2018 (if applicable), you may be able to cancel your booking without paying cancellation charges if the performance of your package, or the carriage of passengers to your destination, is significantly affected by unavoidable and extraordinary circumstances which could not have been avoided or foreseen even if all reasonable measures had been taken. In such circumstances, we will arrange for your booking to be terminated and for you to receive a full refund. We will observe advice provided by the UK Foreign & Commonwealth and Development Office (FCDO). For the latest travel advice from the Foreign, Commonwealth & Development Office including security and local laws, entry requirements plus passport and visa information, including the new EES system, please consult the following [www.gov.uk/foreign-travel-advice](http://www.gov.uk/foreign-travel-advice). Please be aware that this advice can change at any time so please ensure you consult this site regularly up until the moment you travel. Please be aware that the advice issued by the FCDO is for information purposes and recommendations not to travel to a particular destination as opposed to a prohibition to travel to that destination does not confer a legal right to cancel your booking.

#### OUR LIABILITY TO YOU

You must inform us without undue delay of any perceived failure to perform, or improper performance of, the services included in your package. If you believe that any of the services included in your package are not performed in accordance with the contract, or are improperly performed, by us or the service suppliers, and this has affected the reasonable enjoyment of your holiday, you may be entitled to an appropriate price reduction or compensation or both. We will not be liable where any failure to perform or improper performance of the services is due to the actions or absence of actions by you or another member of your party, or a third party unconnected with the provision of the services in the package and is unforeseeable or unavoidable or due to extraordinary circumstances, which means a situation beyond our control, the consequences of which could not have been avoided even if all reasonable measures had been taken.

We carry out regular audits of all the accommodations we feature and of our service suppliers in order to ensure their adherence to national and local laws and regulations, but we will not be liable for any loss which arises due to a non-compliance with those laws and regulations by our accommodation partners, other suppliers or their representatives. Our liability, except in cases involving death, injury or illness, shall be limited to a maximum of three times the cost of your travel arrangements. Our liability will also be limited in accordance with and/or in an identical manner to the contractual terms of the companies that provide the services that make up your package, the terms of which are incorporated into your booking.

We are to be regarded as having all benefits of any limitation of the extent of, or the conditions under which, any compensation may be paid under these or any conventions.

We provide financial protection for our package holidays that do not include flights by way of a bond held by ABTA – The Association of British Travel Agents, 30 Park Street, London, SE1 9EQ [www.abta.com](http://www.abta.com). You agree to accept that in the event of our insolvency ABTA may arrange for the services you have bought to continue, or for a suitable alternative to be provided at the same cost as your original booking. You also agree to accept that, in circumstances where the travel service supplier provides the services you have bought, you agree to pay any outstanding sum under your contract with us to that alternative travel service provider. However, you also agree that in some cases the services will not be provided, in which case you will be entitled to make a claim under ABTA's Scheme of Protection (or your payment card issuer where applicable) for a refund of the monies you have paid. N.B. this entire clause (Our Liability To You) does not apply to any separate contracts with third parties that you may independently enter into for excursions or other activities whilst on holiday.

## TERMS &amp; CONDITIONS – ACCOMMODATION ONLY BOOKINGS

**PRICES**

Prices included on our websites are in UK pounds and were calculated using an exchange rate of €1.13 to £1 on 1st December 2025 however we reserve the right to change any of those prices from time to time. We reserve the right to alter any of our advertised accommodation prices. You will be advised of the current price of the accommodation that you wish to book before your contract is confirmed. Your contract is made subject to these Terms & Conditions, which are governed by English Law and the jurisdiction of the English Courts. You may, however, choose the law and jurisdiction of Scotland or Northern Ireland if you are domiciled in one of those countries should you wish to do so. When you make a booking, you guarantee that you are over 18 years of age and have the authority to accept - and do accept on behalf of all members of your party - these Terms & Conditions. A contract will exist from the moment of the issuing of your confirmation invoice and a reference number will be attributed to your booking at that time. By requesting us to confirm your holiday booking you are accepting these Terms & Conditions and thereby consent to us processing personal information about you and other members of your party (see Data Protection below). Your contract is made on the basis of these Terms & Conditions and you will be required to pay a deposit of £120 for each person (including children and infants) when you confirm your booking. However, some of our accommodations require an increased deposit amount which will be specified in the quote we provide and on your holiday invoice if applicable. Please note that there may also be a charge payable for some accommodations in order to secure specific facilities with full payment at time of booking e.g. specific types of rooms or special offers. The balance of the total cost of the booking must be paid no less than 8 weeks before departure in the absence of which we reserve the right to cancel your booking and you will be liable for cancellation charges as detailed below. On receipt of our confirmation invoice, it is vitally important that you check all details are correct, including the accommodation dates and spelling of all names, and if they are not correct you must contact either ourselves or, if you have booked through a travel agent, your travel agent immediately. Any changes must be brought to our attention at the latest 2 weeks before departure or you may be liable for any costs incurred for the re-issuing of travel documents and risk the documents being refused by the accommodation supplier.

**Making A Booking And Payment**

When you have chosen your accommodation and you make a request to us to book it, you must pay a deposit of £120 per person, (or other such amount as may be specified in the case of certain accommodations) or the full cost of the booking if you are booking within 8 weeks of your arrival date at your first selected accommodation. Your booking is confirmed and a contract between us exists when we issue our confirmation invoice. Please check this confirmation carefully and advise us immediately of any incorrect or incomplete information. Please ensure that names are exactly as stated in the respective passport of the persons named in the booking. If you have paid a deposit, the balance of the cost of your accommodation is due 8 weeks before departure. If payment of the balance in full is not received prior to that date, we reserve the right to cancel your booking and levy a cancellation charge in accordance with the following:

No. of days before departure	Cancellation Charge
Over 56	Loss of deposit
55-29	50%
28-22	75%
21-8	90%
7-0	100%

The cost of your accommodation does not include any extra chargeable services that you may use whilst at the accommodation. These are payable direct to the hotel or third party as applicable. (Please see 'What is included in your Holiday Price' for further information)

**YOUR RESPONSIBILITY FOR YOUR BOOKING**

When you make a booking, you guarantee that you have the authority to accept, - and do accept, on behalf of all persons named in the booking - these Terms & Conditions. This means that you are responsible for making all payments due, notifying us if any changes or cancellations are required and/or receiving the confirmation and keeping the persons named in your booking informed of any such changes.

**IF YOU WISH TO CHANGE YOUR BOOKING**

If, after our confirmation invoice has been issued, you wish to change your travel arrangements in any way, for example your chosen departure date or selected accommodation, we will do our utmost to implement these changes on your behalf, although this may not always be possible. Any request for changes must be made in writing from the person who made the booking or your travel agent if applicable. You will be asked to pay an administration charge of £25 plus any further cost we may incur in making any alteration in addition to any increase in the cost of the accommodation and/or service you wish to change. You should be aware that these costs may increase the closer to the departure date that changes are made and you should therefore contact us as soon as possible. If the requested change is to amend all the passenger names on the booking, then cancellation charges will apply. Any alterations made within 8 weeks of departure may be treated as cancellations and re-bookings.

Please note: If you have booked your own flights, a change of name and/or departure details are not always permitted by airlines or may incur an administration charge. Please refer to your chosen flight operator's T&C's.

**If You Wish To Cancel Your Booking**

You, or any member of your party, may cancel your travel arrangements at any time. The notification of any cancellation must be made by the person who made the booking or your travel agent if appropriate and must be received by us in writing. Since we incur costs in cancelling your travel arrangements, you will be required to pay cancellation charges as follows:

No. of days before departure	Cancellation Charge
Over 56	Loss of deposit
55-29	50%
28-22	75%
21-8	90%
7-0	100%

**IF WE CHANGE OR CANCEL YOUR HOLIDAY**

We may occasionally have to make changes or cancel your booking and we reserve the right to do so at any time.

**SIGNIFICANT CHANGES**

If we make a significant change to your booking, we will inform you (or your travel agent if applicable) as soon as reasonably possible if there is time before your departure. You will have the choice of accepting the change of accommodation, or you can elect to take any alternative accommodation we are able to offer you. If you accept the proposed alternative, you agree to pay the increase in cost if the alternative is at a higher price than your original booking or receive a refund of the difference if it is less expensive, or, should you decline to accept the alternative, a refund of the money you have paid to us. In some cases, we will also pay compensation (see Compensation). These options do not apply for minor changes.

We consider a significant change as one involving an alteration or substitution of accommodation to a lower grade than stated on our website (whether star rating or our own vine rating). We consider a minor change to include, but not limited to, change of accommodation to another of the same or higher standard, temporary withdrawal of facilities or seasonal unavailability of amenities.

**CANCELLATION**

We will not cancel your booking less than 8 weeks before your arrival date, except for reasons of force majeure. If your holiday is cancelled you will be offered either a refund of all monies paid or to accept an offer of alternative accommodation of a comparable standard, if available (we will refund any price difference if the proposed alternative is of a lower value). Any amendment or cancellation fees you incur in terms of other arrangements you have made with third party providers under separate contracts are not claimable from us. In some cases, we will pay compensation (see Compensation).

**COMPENSATION**

If we cancel or make a major change that you decline to accept, we will pay compensation as detailed below except where the major change or cancellation arises due to reasons of 'force majeure'. The compensation that we offer does not prevent you from claiming more if you believe you are entitled to do so.

If We Cancel Or Make A Major Change To Your Holiday

Period before departure when a major change is notified	Compensation payable per passenger
More than 56 days	NIL
55-29 days	£10
28-7 days	£15
Less than 7 days	£25
	Child Pro-rata

**FORCE MAJEURE**

We will not pay you compensation if we are obliged to cancel or change your travel arrangements in any way as a consequence of unusual or unforeseeable circumstances beyond our control and which could not have been avoided or foreseen even if all reasonable measures had been taken. These include, but are not limited to, war, riot, industrial dispute, terrorist activity and its consequences, natural or nuclear disaster, fire, adverse weather conditions, epidemics and pandemics, unavoidable technical problems with transport or interventions by the UK or foreign governments that negatively impact on your reservation. In such circumstances, no compensation, costs, expenses or any other sums, including the cost of securing alternative accommodation will be paid by us.

**OUR RESPONSIBILITY FOR YOUR BOOKING**

We have a duty to select the accommodation providers we represent with reasonable skill and care. We act as agents for the accommodation provider in your booking (not as the principal) and thus have no liability to you for the actual provision of the accommodation, except in cases where it is proved that we have breached that duty, and you are able to demonstrate that damage to you has been caused as a direct consequence. Therefore, providing we have selected the accommodation provider with reasonable care and skill, we will have no liability to you for deficiencies in the accommodation provided or any acts or omissions of the provider or third parties. We also have no liability in the following situations:

- where the accommodation cannot be provided as booked due to circumstances beyond our control.
- where you incur any loss or damage that could not have been foreseen at the time of your booking, based on the information provided by you.
- where you incur any loss or damage that relates to any business activity.
- where any loss or damage relates to any services which do not form part of our contract with you.

Notwithstanding, if we are found liable to you on any basis, we limit the amount we have to pay you to a maximum of three times the cost of your accommodation. This limit does not apply to cases involving death or injury.

**CHECK-IN & CHECK-OUT**

Details of the check-in and check-out times at your accommodation(s) are provided in your TravelPal App. Please be aware that certain accommodations levy a charge for early check-in and/or late check-out and any such charge must be paid direct to the accommodation provider. Such potential charges will have been explained to you by us during your reservation process.

**FINANCIAL PROTECTION**

Accommodation only bookings do not derive financial protection in the case of our insolvency and consequent inability to provide you with the accommodation booked. For this reason, we suggest that adequate holiday insurance is taken out in order to protect you in the unlikely event of such an eventuality.



## SIGNATURE RANGE AND MORE CHOICE RANGE OF ACCOMMODATION

### Signature Range

We have introduced a selection of accommodations that we consider to be the best on the island. Our "Signature Range" showcases properties that have been carefully selected based on our team's personal experiences, feedback from previous clients and our relationship with the management and owners. We take pride in offering only the finest accommodations, and our Signature Range exemplifies this commitment. Each of the properties in the collection has been handpicked to create a portfolio offering the highest level of quality accommodation and service.

All our dedicated team have either dined, visited, or stayed in at least one of these properties, providing us with first-hand knowledge of their features and unique offerings. We have cultivated strong relationships with the management and owners, enabling us to provide you with a personalised experience.

### More Choice Range

We have introduced our More Choice range offering an extensive variety of properties to suit all tastes and budgets. While we may not have personally visited these accommodations, our knowledgeable staff possess insights into their locations and the surrounding areas and, whilst we may not have featured them in our programme previously, many are nevertheless known by our staff.

It is our commitment to providing a wide range of options that has led us to create the More Choice range selecting properties based on their locations, styles, standards, availability and competitive prices.

Understanding that our clients' holiday requirements and criteria vary, we have chosen a range of properties that give our customers more variety.

Whether you seek a beachfront resort, a charming countryside escape or a city break, our More Choice range ensures there is something for everyone.

Our dedicated team can offer valuable information and recommendations to assist you in making an informed decision that will suit your preferences.

Please note that our Loyalty Discount scheme does not apply to accommodation featured in our More Choice range.

## CAR HIRE

Please ensure that you read and understand the terms and conditions of your car hire contract before signing any hire documents and that you check the condition of the vehicle at pick up and drop off. If you believe that the vehicle has damage that has not been noted on the documentation, if the tank is not full of fuel /battery fully charged or if the warning triangle / high-visibility jacket or spare wheel are missing, please ensure that this is reported to the hire company BEFORE you drive the vehicle away. Failure to do this may result in you being charged should such issues be noted when you return the vehicle. and, in such circumstances, we cannot be held liable for any additional charges levied by the car hire company.

### THE EXTRA FEW MINUTES TAKEN TO VERIFY THE STATE OF YOUR VEHICLE ON ITS COLLECTION CAN AVOID A SUBSEQUENT DISPUTE.

The conditions of hire vary between vehicle suppliers so please ensure that you are familiar with those that relate to the company supplying your vehicle. (Indicative information will be available on your TravelPal App)

Many car-hire companies are switching to electric vehicles as an integral part of their fleet. If you do not wish to be proposed an electric vehicle, please ensure that this is made known to us at the time of booking. Whilst we are unable to guarantee that this will result in a petrol/diesel- engine vehicle being provided, we will use our best endeavours to ensure that this is the case.

### THE VEHICLE IS YOUR RESPONSIBILITY DURING THE RENTAL PERIOD.

**Prices:** Are based on same airport pick up and drop off.

**Deposit:** When collecting your car, the principal driver will be asked for a deposit of approximately €1,000-€2,000 depending on car category. This can be held with an imprint of a major credit card (NOT DEBIT) locally upon arrival and will be used in case of accidents, damage or to replace fuel. Please note that only CREDIT cards are accepted. We cannot be held responsible if the vehicle hire company refuses to supply the vehicle, or charges a supplement, if a suitable CREDIT card is not presented on collection of the vehicle.

**Out Of Hours:** An out of hours collection charge will normally apply when the pickup or drop-off is out of the supplier's normal opening hours and is subject to availability, which you should verify when collecting your vehicle.

**Driver Restrictions:** Drivers aged 18-24 will normally be required to pay a young driver supplement (depending on the resort) and may have restricted choice of car depending on age. Some car hire companies do not have a maximum age limit but please verify this with us prior to booking. All drivers must hold a full, valid driving licence. (Please let us know as soon as possible if you have any concerns in this respect.) All drivers will also be requested to provide an International Driving Permit if their driving licence is issued by a country outside the European Union.

**Additional Drivers:** In some instances, we are able to pre-reserve an additional driver but, if not, additional drivers can normally be added on arrival at the airport or collection point at an extra charge payable locally. We can advise as to the additional costs associated with this.

**Car Returns:** Please ensure that you return your car at the time detailed in the information provided as the car hire counter staff may not arrive at the airport until that time. Please remember that a charge may apply for out-of-hours drop off.

**Fuel/battery charge:** Normally, the vehicle must be returned with a full tank of fuel or with a fully recharged battery for an electric vehicle, otherwise you will be charged a fee for the refuelling/recharging the battery of the vehicle plus the cost of the fuel /electricity at the car hire provider's prevailing rate. However, certain suppliers offer the possibility to pre-pay to avoid the necessity of refuelling/recharging at the end of the hire period. Please enquire locally on arrival regarding this option.

**Cleaning:** If the vehicle is returned in an unclean condition either internally or externally, you may be charged a cleaning fee. The conditions and charges will be stipulated by your vehicle provider.

**Sat Nav:** If required, this must be stipulated at time of booking the vehicle but paid for locally. This equipment is only available in certain locations and for certain categories of vehicles.

**Lost/Damaged Keys:** In case of the loss of the car keys an administration fee plus the cost of collecting the car and the purchase of a replacement key must be paid locally to the car hire company. You may wish to enquire of your holiday insurance company as to whether such circumstances are covered by your policy.

**Short term/In Resort Rentals:** If you wish to hire a car whilst in resort, this can normally be arranged locally with our Representatives but is subject to availability. Not all rental companies offer a delivery/collection service so it may be necessary

**Airport To Airport/Accommodation:** If you intend to pick up and drop off your car at different airports or any accommodation, an extra charge will be made locally but this must be pre-booked (please ask for details). Please note that vehicles cannot be taken off the island from which they were initially collected.

**Child Seats:** Child seats can be pre-booked in the UK at an extra cost that must be paid for locally. There is an additional cost if the seat is lost or damaged or returned in a dirty condition. You will be offered a child seat based on the criteria below:

- Baby seat (0-12mths / 0-13kg)
- Child seat (1-3yrs / 9-18kg)
- Child seat (4-7yrs / 15-30kg)
- Child booster seat (less than 135cm)

**Extra Insurance:** On arrival you will be offered extra insurance. **THIS IS NOT COMPULSORY** but offers extra fully comprehensive insurance SCDW (Super Collision Damage Waiver) with no excess and costs vary depending on the car hire company, car type, size and country. Please note that this does not cover the roof, chassis, tyres, windscreen, the inside of the car and vandalism. These items can be covered with further additional policies. Please ensure that you thoroughly check the documentation that is presented to you when you collect your vehicle in order to ensure that you do not inadvertently consent to the cost of additional insurance (or other services) that you did not wish to purchase. We cannot be held responsible for any additional charges levied in respect of which you have signed to confirm acceptance.

**Car Hire Excess Insurance:** As an alternative to the rental company's own extra insurance, Hargreaves & Nurse Ltd and Reduce My Excess have collaborated to offer car hire excess insurance and, for a minimal fee, can cover the excess on your car hire whilst abroad. For further information visit:

[www.justsardinia.co.uk/carhire](http://www.justsardinia.co.uk/carhire)

[www.justsicily.co.uk/carhire](http://www.justsicily.co.uk/carhire)

[www.justcorsica.co.uk/carhire](http://www.justcorsica.co.uk/carhire)

**Flight Times:** As hire is normally based on multiples of 24-hour periods, you may be charged for an extra day's car hire depending on your collection / return times based on your flight arrival and departure times. Our Reservation Team can provide further information at the time of booking.

**Luggage Space:** When selecting the category of vehicle you wish to hire, please be aware that some cars have limited luggage space and, whilst they may specify seating for 5 persons, they may not necessarily have the luggage capacity for 5 suitcases.

**Driving Licence:** Anyone wishing to drive the hire car must have a valid, full photocard driving licence and this must be the original document.

The 2-element paper licences are no longer accepted. Our car hire suppliers have confirmed that the photo card driving licence will be sufficient to hire a car in Sardinia, Sicily and Corsica and no further information will be required from the DVLA - although this may be subject to change. (Please enquire at the time of booking.) Driving licences issued by countries outside the EU or UK MUST be accompanied by an International Driving Permit (IDP). You must be able to produce this document at the time of collecting your vehicle, otherwise you may not be permitted to drive the vehicle or may incur significant costs in transferring the reservation to another member of your party. (if this is possible)

**Lights:** It is Italian law to drive with your daylight running lights on at all times. Hire car vehicles should comply with this requirement but please ensure that this is the case before accepting your vehicle.

**Availability:** Cars are subject to availability at the time of booking. If the example make and model of car cannot be supplied, a similar make and model in the same group will be supplied. The car hire company reserves the right to change makes and models of cars at their discretion on the basis that the vehicle remains in the same or superior category.

**What's Included In The Price Of Your Hire Car:** Designated airport pick up and drop off, all taxes, unlimited mileage, third party insurance, CDW, theft waiver, 1 driver and A/C.

**What's Not Included In The Hire Car Price:** Extra insurance, hotel drop-off and pick-up fees, additional drivers, one-way rentals, child seats, young driver supplement, out of hours pick-up fee, Sat Nav hire.

If you wish to drive your own vehicle, since 28 September 2021, it became obligatory to identify that your vehicle is from the 'UK' – and NOT 'GB' (with appropriate stickers required to be prominently placed on the vehicle) – when driving abroad. Failure to comply with this requirement may result in a fine and we will not be held responsible if your holiday arrangements are disrupted as a consequence of non-compliance with this requirement.

## EXPERIENCES (SARDINIA)

These terms and conditions detail our role in relation to booking an Experience and form the basis of the contract between us in that respect. By confirming an Experience booking through us, you are deemed to have accepted these terms and conditions in full.

References to Experience(s) in these terms and conditions refers to the excursion, activity or attraction that you book as part of your package holiday with us or through us as agent for the company who provide the activity ("the Supplier")

**Booking Experiences as part of a package holiday:** Where you book any Experience at the same time as the other elements of your package holiday, the total charged to you for the package will be inclusive of the cost of such Experience and the Experience will form part of your package holiday contract within the context of the Package Travel and Linked Travel Arrangements Regulations 2018.

In these circumstances we accept liability as organiser of the package holiday and your contract will be with us and our full booking Terms & Conditions will apply. Additionally, the Supplier may have additional conditions which apply, and together these make the 'conditions of contract' and constitute the entire agreement between us.

**Booking Experiences after formal confirmation of the original package holiday booking and prior to travel:** You may book Experiences prior to travel but after formal confirmation of the other elements of their holiday package through us. In such circumstances, we will be acting as agent for the Supplier and your contract will be with the Supplier, and not with us, and the Terms and Conditions of the Supplier will apply. Our responsibility to you is to confirm the booking with the Supplier in accordance with your instructions. We are not responsible or liable for the provision of the Experience or for anything that happens during the course of its provision by the Supplier. Experiences booked in this way do not form an element of your package holiday and the Package Travel and Linked Travel Arrangements Regulations 2018 do not apply.

**Booking Experiences whilst in resort:** Experiences that you book whilst on holiday do not form an element of the package holiday. For any Experiences that you book through us, we will be acting as agent for the Supplier and your contract will be with the Supplier and not with us. Accordingly, the Terms and Conditions of the Supplier will apply. Our responsibility to you is to confirm the booking with the Supplier in accordance with your instructions. We are not responsible or liable for the provision of the Experience or for anything that happens during the course of its provision by the Supplier. Experiences booked in resort do not form an element of your package holiday and the Package Travel and Linked Travel Arrangements Regulations 2018 do not apply.

**Contract:** Where an Experience is booked which does not form part of your package holiday, a binding contract between you and the Supplier comes into existence when we issue the booking confirmation to the lead name on behalf of the Supplier. This contract will be subject to these booking conditions and the Supplier's terms and conditions.

These booking conditions and all matters arising out of them are governed by English law. If you wish to make a claim against us as agent or have any dispute with us as agent in relation to any service provided by us, both parties agree this will be dealt with by the Courts of England only.

Our Supplier's terms and conditions can be found on the following link [Terms and conditions - Dran Experience | Just live it!](#) and you are recommended to familiarise yourself with these as they may limit and/or exclude the Supplier's liability to you. The Supplier's terms and conditions will also contain information about the Experience, the booking, the rules & regulations that must be complied with in participating in the Experience as well as information relating to changes to, or cancellations of, Experiences.

Where we act as agent for the Supplier, in the event of any conflict between the Supplier's terms and conditions and these terms and conditions, the respective provisions of the Suppliers terms and conditions will take precedence.

**Information, Changes and Cancellations to an Experience:** Information relating to the Experience is provided to us by our Suppliers and is transmitted to you in good faith.

If you or any member of your party has any medical condition, disability, significant reduction in mobility or a significant allergy which may negatively impact on the practicality of the Experience (including any which affect the booking process) or have any special requirements as a result, you must bring this to our attention before confirming the Experience booking such that we can assist you in considering the suitability of the Experience and/or making the booking. You must also advise us if any such condition, disability, reduction in mobility or significant allergy develops or worsens after the booking is confirmed.

If a Supplier, acting reasonably, is unable to accommodate your needs they may decline or cancel or modify an Experience booking. We will do our best to assist you in finding a suitable alternative Experience, however, if no such Experience is available, we reserve the right to decline to provide any further assistance.

Whilst every effort is made to provide an accurate description of the Experience, changes to details of the Experience may sometimes be necessary. We and/or the Supplier reserve the right to cancel, amend or change all or any part of any Experience without prior notice, where the Supplier considers, at their absolute discretion, that there exists any risk to your comfort, health or safety, or if there is an insufficient number of individuals booked to make render it economically viable to proceed to provide the Experience, or for technical or operational reasons, adverse weather conditions or other circumstances out of the Supplier's and/or our control.

**Experiences purchased as part of a package:** Where the Experience is purchased as part of a package holiday and we cancel it, you will be entitled to a refund of the cost of the excursion, unless the cancellation is due to unavoidable or extraordinary circumstances.

**Experiences booked outside the package:** You should be aware of the Supplier's Terms & Conditions relating to the entitlement or otherwise of a refund in the event of the cancellation of an Experience.

If you choose to cancel the Experience, refunds, if applicable, will be provided in accordance with the Supplier's Terms and Conditions.

**To cancel an excursion prior to travel please contact:** [customerservices@hnholidays.co.uk](mailto:customerservices@hnholidays.co.uk) Any request to cancel an Experience must be received in writing, stating the reasons for the cancellation.

Any refund that may be due will only be processed via the same payment method and to the same card as the original booking was made by you and can take up to 14-days. Please note, cash refunds are not available.

**Health & Safety and Restrictions:** It is your responsibility to ensure that all members of the party read and comply with all terms, instructions, rules and notices provided by the Supplier relating to the provision and conduct of the Experience.

For safety reasons some Suppliers will restrict the availability of some Experiences based on factors such as ability, age, weight or height. These restrictions will be imposed by the individual Supplier and we encourage all members of your party to familiarise themselves with any safety notices issued by the Supplier.

It is your responsibility to declare any health issues that may prevent any party member from participating in the Experience or that may cause a potential risk to themselves or others.

Please be aware that some Experiences carry an element of risk and it is the responsibility of each participating member of your party to ensure that the Experience is suitable. We recommend that you verify that your holiday insurance policy covers the activities included in the Experience and it is your responsibility to ensure that the activity is suitable for your personal fitness level.

**Behaviour:** All members of your party are expected to conduct themselves in an orderly and acceptable manner and not to disrupt the enjoyment of others.

Each member of your party is responsible for their actions and the effect they may have on others and in particular any person who threatens the safety, comfort and wellbeing of customers and colleagues will not be tolerated. You or any member of your party must not: (i) contravene any applicable law; (ii) use any threatening, abusive or insulting words or actions towards other customers or colleagues; (iii) behave in a disorderly manner or in a manner to which other customers may reasonably object. If we, or another person in authority, such as the provider of the Experience, believe (a) actions by you or any member of your party, could upset, annoy or disturb other customers or our Supplier, or put them in any risk or danger, or damage property; (b) the actions by you or any member of your party could cause a delay or diversion to transportation; or (c) you or any member of your party are unfit to travel, we will be entitled to terminate the holiday in its entirety.

We cannot be held responsible for the actions or behaviour of third parties whilst who have no connection with the Experience Supplier's arrangements or with us.

**Complaints:** If you have a complaint about your Experience, please contact your Resort Representative on the number provided in your documentation and in your TravelPal App without undue delay. Please see our general terms & conditions regarding complaints.

## EXCURSIONS & ACTIVITIES

Excursions or other activities that you may choose to book or pay for through third parties whilst you are on holiday are not part of your booking with us. For any excursion or other activity that you book, your contract will be with the operator of the excursion or activity and not with us. We are not responsible for the provision of the excursion or activity or for any issue that may arise during the course of its provision by the operator.

## TRANSFERS

If you have arranged a transfer as part of your booking with us, the company responsible for your transport will monitor the estimated arrival time of your outbound flight in order to ensure that they are at the airport to meet you. However, as the drivers & vehicles are required to perform many transfers during the course of a day, they are limited in the amount of time they are able to wait for the arrival of delayed flights. Accordingly, if your flight arrives more than 60 minutes after the scheduled arrival time given by your airline, it is possible that your transfer vehicle will no longer be at the airport. In such an event, please call your resort representative who will contact the transfer company to establish a revised pick-up time. (contact details are provided in your TravelPal App)

Unfortunately, in the event that the transfer vehicle is obliged to depart and return at a later time, there may be a surcharge payable - approximately €30 per hour, to be paid locally.

## COMPLAINTS

If you experience a problem during your stay, please inform your resort representative immediately, who will endeavour to address the issue. If the issue relates to your accommodation, please also bring this to the attention of the accommodation's management. If you fail to follow this procedure, we will have been denied the opportunity to investigate and address your complaint whilst you were in resort and this may affect your rights under this contract. If it has not been possible to resolve your complaint locally and during your stay, please contact us within 28 days of your return home by writing to / e-mailing our Customer Services Department at [customerservices@hnholidays.co.uk](mailto:customerservices@hnholidays.co.uk) giving your booking reference and all other relevant information. Please concisely detail all the elements of your dissatisfaction as this will assist us in addressing your concerns efficiently and will enable us to reply to you in a detailed and timely manner. Please bear in mind that we are only liable to compensate you in line with these booking conditions - in particular, the reference above in which it is made clear that our obligation is to choose the accommodation provider with reasonable skill and care. Any dispute or claim arising out of this contract that can't be settled between us can be referred by you to ABTA's dispute resolution service or the courts. We acknowledge that the courts of England and Wales have jurisdiction and English law applies (unless you live in Scotland or Northern Ireland, in which case you can bring proceedings in your local court under Scottish or Northern Irish law, as applicable).

Further information on the Code and ABTA's assistance in resolving disputes can be found on [www.abta.com](http://www.abta.com). For injury and illness claims, you can request the ABTA Mediation Procedure and we have the option to agree to mediation.

## SELF-BOOKED FLIGHTS

If you have booked your own flights, please be aware that a change of name and/or departure details are not always permitted by airlines or may incur an administration charge. Please refer to your chosen flight carrier's own T's & C's for further information.

## PROMPT ASSISTANCE IN RESORT

If the contract we have with you is not performed or is improperly performed as a result of failures attributable to a third party unconnected with the provision of the services included in your booking with us, or as a result of failures due to unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised, or an event which we or our suppliers, even with all due care, could not foresee or forestall, and you suffer an injury or other material loss, without admission of liability we will offer you such prompt assistance as is reasonable in the circumstances insofar as we are able.

## ADDITIONAL ASSISTANCE

If you encounter difficulties whilst on a holiday booked through ourselves, and ask us to help, we will provide appropriate assistance insofar as we are able, in particular by providing information on health services, local authorities and consular assistance and help you to find alternative arrangements and endeavour to make any necessary phone calls/emails. You must pay any costs we incur on your behalf, if the difficulty encountered arises as a consequence of any action or inaction of any member of your party in the booking.

## ANTI-SOCIAL BEHAVIOUR

When you book through us, you accept responsibility for the proper conduct of all persons named in your booking throughout the duration of your stay. We reserve the right at any time to terminate the stay of any member(s) of the party whose behaviour is, in the reasonable opinion of the accommodation provider or ourselves, likely to cause danger, upset or distress to other guests staying at the accommodation, or damage to property. In such circumstances, full cancellation charges will apply, and no refund will be paid. Furthermore, we shall be under no obligation whatsoever to pay compensation or meet any costs or expenses (including but not limited to alternative accommodation) you may incur as a result of your stay at the accommodation in your booking being terminated. If you cause damage to the accommodation in which you are staying, you must fully reimburse the accommodation provider concerned for the cost of the damage before the end of your stay if the cost has been established by then or as soon as it has been established, if later. You must also indemnify us for the full amount of any claim (including all legal costs) made against us by the accommodation provider or any third party as a result.

## ESSENTIAL INFORMATION

### FLIGHT INFORMATION

Flights provided by Hargreaves & Nurse Ltd including British Airways, easyJet, Ryanair, ITA, Aeroitalia, Jet2, TUI, Airone, Air France, BMI Regional, Air Corsica, Aurigny, BA Cityflyer and other scheduled, low cost and charter airlines, are protected by ATOL. The intended airlines may be substituted by alternative airlines if necessary. Flight times shown are for your guidance only, confirmed flight times will be printed on your flight e-tickets/boarding passes. Please check these carefully when you receive them. Airline regulations require passengers who are 28 weeks or more pregnant, on the date of return travel, to have a doctor's certificate stating that they are fit to travel. E-tickets/boarding passes are not issued on behalf of any airline and does not commit the airlines mentioned herein or any airline whose services are used in the course of your travel arrangements. Please note that, in accordance with The Civil Aviation (Air Navigation) Order 2016, in order to qualify for infant status, a child must be under 2 years of age on the date of their return flight. If you have booked your own flight, but the rest of your holiday with Hargreaves & Nurse Ltd, the flight element of your holiday will be subject to the terms and conditions of that airline and are not protected by Hargreaves & Nurse Ltd.

Please ensure that you comply with all requirements imposed by the carrier regarding vaccination or test requirements and behaviour in the airport and on the aircraft. We will not be liable for the consequences of any member of your party being refused boarding to the aircraft due to non-compliance with such requirements.

### FLIGHT DELAYS & DIVERSIONS

Unfortunately, some flights may be delayed or diverted. These delays/diversions are completely outside our control, but we will liaise with our resort staff to endeavour to ensure any delay is made as comfortable as possible, that your overseas transfer arrangements are altered accordingly - if possible - and your accommodation is informed of your late arrival. Our objective is to minimise the nuisance of such disruptions as much as possible, but we are not responsible for any additional costs incurred by you as a consequence of such disruptions.

Under Regulation EU261/2004 as amended, in the event of a delayed flight, the responsibility for the provision of information regarding revised flight times and, if, in consequence, care and subsistence during the delay period, is the airlines responsibility. Similarly, in the event of a cancellation, it is the airlines responsibility to organise alternative travel arrangements ('re-routing') to your destination, at their cost. However, we are aware that complications can occur in this process, and we will do our utmost to assist in achieving a suitable alternative means of getting you to your destination by the least disruptive means as possible. You should be aware that this may entail the purchase of alternative travel tickets which will be your responsibility in the first instance, to then be reclaimed either from the airline in default or through your travel insurance.

### TRAVEL INSURANCE

It is your responsibility to ensure that you are adequately insured for all elements of your holiday. We strongly advise that you take out insurance, which, in addition to supplementing the medical cover provided by your EHIC card, should include cover against the cost of cancellation by you and assistance (including repatriation) in the event of accident or illness including potential disruption to your holiday arrangements due to travel restrictions imposed by the UK or other governments as a consequence of any pandemic or civil unrest. It is also particularly important that you have the appropriate cover for any activities in which you wish to participate whilst on your holiday.

For further information: [www.hnholidays.co.uk/content/justtravelcover.php](http://www.hnholidays.co.uk/content/justtravelcover.php)

### PASSPORTS, VISAS & TRAVEL DOCUMENTS

Your specific passport, visa and other immigration document requirements are your responsibility. We do not have the authority to confirm the validity / legality of such documents and you should therefore refer any queries to the relevant Embassies and/or Consulates. We do not accept any responsibility for your being denied the right to travel as a consequence of non-compliance with any passport, visa or immigration requirements. Whilst British citizens currently do not require a visa to visit Italy or France for less than 90 days, we recommend that you check the Entry Requirements section for Italy and France for up-to-date passport requirements for entry to Italy or France for British passport holders on [www.gov.uk/guidance/passport-rules-for-travel-to-europe](http://www.gov.uk/guidance/passport-rules-for-travel-to-europe). If you are not a British citizen or require further information on passport and visa requirements, please visit [www.gov.uk/foreign-travel-advice](http://www.gov.uk/foreign-travel-advice). We also recommend that you are aware of the new EES system and be prepared for potential delays as a consequence of its implementation. If you are planning to hire a car, please ensure that all drivers are able to present the original of a valid photocard driving licence to the car hire company at the pickup point. You will also need a major CREDIT card – NOT a debit card. We cannot be held responsible for any failure on your part to provide these documents. Please note that you should carry some form of photo ID with you at all times in Italy and France.

The above advice is not intended to be exhaustive and the UK, Italian and French governments may introduce additional entry requirements at any time. Please contact us for further information.

### HEALTH & SAFETY

Your wellbeing whilst on holiday is of prime importance to us and we will do our utmost to ensure your holiday is safe and trouble-free by working with our accommodation and service providers to continually improve standards. Whilst we ensure that all our suppliers conform with the local laws and regulations in force, it is important to remember that standards abroad are not necessarily the same as those you would expect at home and so we do ask that you take additional care whilst you are away. We strongly urge you to follow the safety guidelines detailed in our TravelPal app documentation plus any extra information afforded by individual accommodation and service providers. All properties we offer receive a regular inspection as well as ongoing reviews throughout the season.

**Fire Safety:** Always familiarise yourself with the fire exit routes and fire safety equipment on arrival at your accommodation.

**Personal Safety:** Whilst on holiday, please exercise common sense and take the same care for your safety and belongings as you would do at home.

Most resorts are generally safe, but you are advised not to walk alone at night in unlit areas and to keep valuables out of sight. We recommend the use of safety deposit facilities at your accommodation (there may be a small charge for this). Please take notice of any advice given by our Representatives about local circumstances.



**For Further Guidance & Information:** Please check with the Foreign and Commonwealth Office email: [TravelAdvicePublicEnquiries@fco.gov.uk](mailto:TravelAdvicePublicEnquiries@fco.gov.uk) or visit their website [www.gov.uk/browse/abroad/travel-abroad](http://www.gov.uk/browse/abroad/travel-abroad).

## INOCULATIONS

At the time of this website being updated, there are no recommended inoculations for visiting Italy or France. However, we do advise you to check the latest information with your GP or health centre.

## HEALTH & HYGIENE:

You should take care to minimise the risk of holiday illness while you are away and should seek the appropriate advice about any specific concerns prior to travelling.

## SPECIAL REQUESTS/REQUIREMENTS

Should you have any special requirements relating to your booking, please let us know of these in advance and our Reservations Team will be happy to discuss any requests that you may have. Should you suffer from any physical or other disabilities, please be aware that facilities for customers with special requirements can vary with different types of accommodation. For details about the facilities available at each accommodation, please ask our Reservations Team for information. In certain circumstances, we may have need of a copy of a medical certificate from your doctor. For special requests (e.g. rooms on a low floor, diet/allergy-adapted meals etc.), please consult us or your travel agent when you confirm your holiday booking. We will always use our best endeavours to meet your requirements, BUT NO GUARANTEE IS GIVEN that your request can be granted as this does not form part of your holiday contract.

Certain of our accommodations offer honeymoon or special occasion packages and, in such cases, you must be able to present documentary proof of the marriage or the occasion being celebrated to your accommodation provider.

## WEBSITE ACCURACY

We take great care to ensure that the facts on our websites are regularly checked in conjunction with our overseas suppliers and are as accurate as possible and are updated accordingly. However, changes can and do occur after initial publication, which are beyond our control and of which we are not made aware. For example: a hotel's restaurant may change from full table service to buffet service or vice versa; a pool might exceptionally be closed for maintenance or, due to a change in an accommodation's operation, air conditioning may only be available at certain times of day and/or year. You will be informed about any changes at the time of booking if we are aware thereof. If you have already booked your accommodation, we will do our utmost to advise you about any known changes prior to your departure.

## LOW SEASON AVAILABILITY OF FACILITIES

Some advertised hotel facilities may not be available or fully operational in the early or late part of the season. Such decisions are made entirely at the discretion of the local accommodation management and something over which we have no control. Such decisions are often based on the number of guests at the accommodation or prevailing weather conditions and, thus, circumstances of which we are not necessarily aware prior to your arrival. (e.g. air conditioning may not be turned on in low season and additional restaurants, bars and swimming pools may not be in use). We will nevertheless endeavour to inform you as soon as possible of any changes that may affect your holiday, prior to your departure if we have been informed in time. However, we do not accept responsibility for the absence of any services or facilities due to decision of local accommodation management of which we have not been prior informed.

## SWIMMING POOLS

Unless otherwise stated swimming pools are not heated. The water in the swimming pools is fresh or sea water as stated on the accommodation page. Hotel swimming pools in Sardinia and Sicily normally have a lifeguard and may be closed during lunchtime and in the evenings and you may be asked to refrain from using the pool during these hours. Most hotels will clearly display the hours of permitted usage.

## WHAT'S INCLUDED IN YOUR HOLIDAY PRICE

### Flight Inclusive Package Holiday

- Return ATOL protected flights from the UK
- UK and prepaid overseas departure taxes
- Accommodation as specified on the respective page
- The services of our Representatives
- Emergency telephone number and resort assistance
- Transfers or car hire
- All local accommodation taxes (excl. City Tax)

### Non-Flight Inclusive Package Holiday

- Travel Services as selected e.g. Accommodation, Car Hire. Excursions etc.
- The services of our Representatives
- Emergency telephone number and resort assistance
- All local accommodation taxes (excl. City Tax)

## ACCOMMODATION ONLY HOLIDAY

- Accommodation as specified on the individual page
- The services of our Representatives
- Emergency telephone number and resort assistance
- All local accommodation taxes (excl. City Tax)

## WHAT'S NOT INCLUDED IN YOUR HOLIDAY PRICE

- Travel and medical holiday insurance, please visit our website and follow the Holiday Extras and insurance links.
- Currently unknown taxes and costs (including fuel surcharges) e.g. should a government tourist tax be introduced or an increase in VAT which is relevant to your destination, this will have to be paid by you as a supplement or locally at your accommodation or airport.
- Any extra charges levied by your accommodation for specific services or equipment e.g. cots, water-sports equipment and hotel extras.
- Hotel service charges
- Local city tax
- Any additional costs arising as a result of Brexit of which we are currently unaware
- Any supplementary insurance relating to car hire (if applicable)

## PRIVACY POLICY

Hargreaves & Nurse Ltd is committed to protecting your privacy. Here we set out what information we collect, how we collect it, and what we do with it. Our Privacy Policy applies to you and is available on our website. Please ensure that others you represent on your booking are aware of the content of our Privacy Policy and consent to you acting on their behalf. We will store and use the information which you and other members of your party supply to us, for purposes set out in our Privacy Policy.

## DATA PROTECTION

By giving us your name and personal details, you are consenting for them to be used to process your booking. If you do not agree to our use of your information, we cannot do business with you or accept your booking. We take full responsibility for ensuring that proper security measures are in place to protect your information. We will pass the information on to the relevant suppliers of your travel arrangements such as airlines, hotels, transport companies etc. The information may also be provided to security or credit checking companies, public authorities such as customs/ immigration if required by them, or as required by law. Additionally, where your holiday is outside the European Economic Area (EEA), controls on data protection in your destination may not be as strong as the legal requirements in the country. We will not however, pass any information onto any person not responsible for part of your travel arrangements. This applies to any sensitive information that you give us such as details of any disabilities, or dietary/ religious requirements. Please note that where information is also held by your travel agent, this is subject to your agent's own data protection policy.

## PERSONAL INFORMATION COLLECTED

In order to carry out your request we will require full names for each person in your party, a contact address, contact telephone numbers including a mobile, email address and booking details including any details for flights booked independently. We will also store all email or postal correspondence and records of telephone calls.

## PARENTAL CONSENT

Please note that for any minors travelling without their parents/guardians we will require written permission from a parent/guardian to include the child on a booking.

## PROCESSING OF PERSONAL INFORMATION ONLINE

If you use the forms on our website to order a brochure, sign up to the newsletter, make an enquiry or to make a booking, then you must give your personal data and authorise us to process it. This data can include, and is not limited to, your name(s), address, email address, contact number and payment information. Although we do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our website and any transmission is at your own risk.

## MOBILE MESSAGING SERVICES

By giving us your mobile contact number, you are consenting to this being used in order to contact you through phone calls and whilst on holiday by messaging services such as WhatsApp and SMS text messages. Please ensure that the telephone number provided is that on which we will be able to contact you whilst on holiday. If this changes between the reservation and your actual travel, please inform us accordingly.

## WHERE IS YOUR DATA STORED AND HOW LONG IS IT KEPT

All data is stored in the UK, European Economic Area (EEA) and Switzerland. We will keep your information for as long as required. Most data will be purged after 2 years, however, all information regarding bookings is stored for 7 years.

## ONLINE TRANSACTIONS BY CREDIT & DEBIT CARD

Hargreaves & Nurse Ltd will only store the last 4 digits of your credit or debit card number, we do not store any other financial information. When making a payment online through one of our websites, this information is issued directly to our payment processor. We at no time receive or store your full card details. Our merchant service provider has their own Privacy Policy: [www.ecommpay.com/privacy-policy/](http://www.ecommpay.com/privacy-policy/)

## RECORDING OF TELEPHONE CALLS

To ensure we carry out your instructions accurately and in order to help improve our service through staff training, we monitor and record telephone calls. All recordings are, and shall remain, our sole property and are stored for 7 years.

## MARKETING

We may send you emails, special offers and other marketing materials from time to time. If you do not wish to receive these, please advise our Reservations Team. You will be active on our marketing lists until you unsubscribe. Please note that your information provided to us is shared between companies within our group currently Just Sardinia, Just Corsica and Just Sicily.

## COOKIES

Cookies are simple pieces of data stored on your hard drive. They are safe as they cannot be used to disseminate viruses and they can't be executed as code. We use cookies on the booking pages to aid your progress through the booking process. We also use Google Analytics to collect statistical data about our visitors. We collect this information in a way that does not identify you and the data is not shared with anybody else. In addition to this, we use Google remarketing features to display ads on the Google Display Network. This means Google may display ads on sites across the web which are linked to a former visit to our site.

## THIRD PARTY COOKIES & LINKS TO OTHER WEBSITES

We also use third party sites which may store cookies on your device. We have no control over these cookies. This Privacy Policy does not cover the links to other websites. We encourage you to read the privacy statements on the other websites you visit.

## YOUR RIGHTS

You are entitled to a copy of your information held by us. If you would like to see this or to correct any inaccuracies please contact us, you will need to answer security questions to access this information. This will be provided to you within one month of the request. You are also entitled to request that your information be deleted, however this is only possible once our services have been fulfilled and there is no compelling reason to continue storing.