

Odyssey World Booking Conditions

Please read these booking conditions carefully.

Together with our literature describing your holiday components, the booking form and the general information in the brochure, will form part of the holiday contract between Odyssey World and all persons named on your booking form.

Brochure Accuracy

We take every care to ensure the accuracy of our brochure descriptions, which are as detailed as possible. All information is given in good faith and believed correct at the time of going to press. Certain prices and tour details shown in this pricing supplement may have changed by the time you come to book your holiday. Please ensure, therefore, that you check with us all details of your chosen holiday (including the price) at the time of booking.

How to Book

Having chosen your holiday, complete the booking form and send it to us with your deposit, the amount of which is clearly stated on the booking form. For late bookings, that is, those initiated less than six weeks before the planned date of departure, full payment is required at the time of booking. If, after making a telephone booking, you do not have time to send us a signed booking form, we shall assume that you accept our terms and conditions and that you also accept responsibility for communicating these terms and conditions to the other members of your party. On receipt of your booking form we will try to make the holiday arrangements you have requested. If you have a particular requirement which is an essential condition for your holiday booking, you must state this in writing so that we can advise you if we are able to comply.

If the requested holiday is available, we will send you a confirmation invoice setting out your holiday details (which you should check carefully), the amount of the balance due and the date by which it should be paid, usually eight weeks before departure. We do not send reminders. The contract between us and you is made on the date we post the confirmation invoice.

If the arrangements you have requested are not available, we will try to offer you a suitable alternative. If there is no suitable alternative, or if you do not wish to accept the alternative we offer, we will refund your deposit in full. Any special preferences indicated on your booking form will be notified to our suppliers, but we cannot guarantee that they will be met unless we have specifically confirmed this in writing.

If your booking form and/or appropriate payment has not been received within 3 days of your making a telephone booking the provisional reservation will lapse.

FLIGHTS: in order to offer the best available air fares at the time of booking it may be necessary to pay in full for the flight element of your holiday.

Cancellation

If a booking needs to be cancelled the person who signed the booking form must notify Odyssey World in writing, by recorded delivery post, preceded by a phone call where notice is within two weeks of departure. The date of cancellation is deemed to be that on which written notification is received. The total holiday cost is defined as the total amount invoiced less the cost of any insurance premiums which are not refundable since insurance cover is effective from the date of booking; any amendment charges are also non refundable.

Days before departure that notice is received:	Canx charge as % of total holiday cost:
More than 84 days	25%
62-84 days	25%
42-61 days	45%
29-41 days	75%
0-28 days	100%

Changes by us

We hope and expect to provide all the services confirmed to you at the time of booking. However, because we employ the services of suppliers over whom we have no direct control changes are occasionally unavoidable and we reserve the right to make these. Information regarding flight times etc is given for guidance only, final details being shown on your tickets. Any changes are likely to be minor ones. However, if we consider a change to be of major significance, such as change of accommodation to a lower grade, less convenient departure airport etc., we will provide you with three options: a) accept the alternative offered (and extra cost if applicable) b) switch to another holiday available from us or c) cancel your holiday and receive a full refund. In each case we will compensate you according to the degree of inconvenience experienced and length of notice given of the change(s) in question.

Changes by you

Amendments to arrangements already booked and confirmed incur a charge of £20 per person or per change, as appropriate. However, within six weeks of departure you will, in addition, be required to pay all costs incurred or charges imposed by our suppliers in making the change(s) in question.

Complaints

If a problem occurs on holiday you must bring it to the attention of the hotel or our ground agents who will do their best to rectify the situation. We obviously prefer to rectify problems/deficiencies on site rather than address them after your return. However, should a problem not be resolved, please advise us in writing within 28 days of your return. We regret that no liability can be accepted if action is not taken as per this paragraph.

Your Liability for Payment

The person who signs the booking form does so on behalf of all persons listed on it and that person is responsible for the full holiday price as shown on the Confirmation/Invoice. If payment is not received by the due date, we reserve the right to consider the booking as cancelled and to levy the appropriate cancellation charges as shown above.

Travel Insurance

Odyssey World require evidence that all those travelling under arrangements made by the Company are adequately covered by travel insurance. A policy is available through Odyssey World at the following rates, including 17.5% IPT (tax):

Duration	1-3 days	£30.55
	4-5 days	£35.25
	6-9 days	£49.35
	10-12 days	£51.70
	13-16 days	£54.05
	17-23 days	£61.10
	24-31 days	£63.45
	Each additional week	£18.10
	Excess Waiver	£6.40

The age limit is 65 years. Supplements apply for those over 65 years of age.

Please note: If insurance is not part of the Odyssey World contract then we require a copy of your own policy prior to the issue of travel/other documents. For insurance purposes, a country is only deemed 'unsafe' to visit if it is declared to be so by the British Foreign Office. Insurance can only be issued to residents of the United Kingdom.

Financial Security

We have complied with the financial requirements of the Civil Aviation Authority with whom a bond has been lodged in respect of our air-inclusive holidays, our ATOL number being 9353.

In addition, Odyssey World belongs to the bonding scheme administered by AITO Trust Ltd., by means of which all monies paid to us by clients are secured by a combination of bank guarantees and insurance. Your money would thus be refunded, or your repatriation assured, were we unable to provide contracted holiday arrangements due to our insolvency. Our financial bonding requirements comply with the Regulations on Package Travel, Package Holidays and Package Tours in force from January 1993.

Holiday Prices and Price Guarantee

We guarantee that there will be no surcharge on the foreign currency element of our prices were the value of sterling to fall but, due to the contractual nature of the arrangement which enables us to provide this guarantee, neither will any refunds be made in the event of sterling appreciating.

The brochure, as well as the holiday confirmation/invoice, states clearly what is included in the arrangements made on your behalf, together with details of any compulsory taxes. Any additional costs brought about by government action will be passed on to you.

Law and Jurisdiction

The contract between us and any matter arising from it will be governed by and construed in accordance with English law and will be subject to the jurisdiction of the courts of England and Wales.

Brochure Validity and Prices

This brochure was published in January 2007, its details and prices are valid from this date.

Our Liability To You

We accept responsibility if any of the services we are contractually obliged to provide proves deficient or if you suffer personal injury or death as a result of deficiencies in any of the services or facilities we arrange for you UNLESS the deficiency, personal injury or death is not attributable to our fault, nor to the fault of our suppliers, but is attributable to your fault, to the actions of someone unconnected with your holiday or to an unusual and unforeseeable circumstance beyond our control which neither we nor our suppliers could have anticipated or avoided even exercising all due care.

In cases of lost or damaged baggage, or cases of death or personal injury arising in the course of international air or sea travel or in connection with hotel accommodation, the amount of compensation you will receive is limited by certain International Conventions, namely the Warsaw, Athens and Paris Conventions, copies of which should be available at your local reference library, or they can be borrowed from us on written request.

In making the various arrangements detailed in this brochure we act as agents for the hoteliers. However, although we act as agents we accept that, as far as you are concerned, we are an 'organiser' as described by the Package Travel Regulations 1992. This voluntary acceptance of liability on our part is designed to enhance your consumer protection.

We cannot, however, accept responsibility if you suffer death or personal injury from an activity which is not part of the holiday arrangements we make for you, although if you ask for help, our local agents will do their best to resolve the difficulty in question. In the case of a medical emergency, those with Odyssey World's holiday insurance may also call the 24 hour emergency helpline number for assistance (as shown on the policy).

Your Liability To Us

On receipt of your holiday confirmation, you must check carefully to ensure that we have interpreted your instructions correctly and that you have notified us in writing of any special requirements on which the success of your holiday depends. While on holiday you must behave properly and avoid causing damage, distress, danger or annoyance to other clients, suppliers or to third parties. You must not damage any property with which you come into contact during your holiday; if you do, you will be liable for the cost of repair or replacement.

Safety

The setting and enforcement of local safety regulations is the responsibility of local authorities. We make every effort to ensure our accommodation meets the highest standards although overseas regulations will differ from those in UK. Crime can occur on holiday as it can at any other time and in any part of the world. By adopting a vigilant and common-sense approach, however, most such risks can be minimised.

- Be aware of people around you; avoid conspicuous displays of wealth, especially in back streets after dark. The centre of Johannesburg, in particular, is to be avoided.
- When driving in urban areas keep windows and doors locked, especially when stationary at traffic lights. Avoid shanty areas and back streets. Keep valuables in a locked boot if your hire car is unattended.

Remember that although you will encounter far more friendliness than hostility during your holiday, it always pays to be vigilant. Odyssey World recommend that clients refer to the Foreign Office helpline prior to departure: (0207) 270 1500.

Passport/Visa/Health

Please ensure your passport is valid for 6 months beyond your planned return date. 2 unused consecutive pages which lie side by side (when passport is open) are required for visitors to South Africa. It is your responsibility to ensure that you hold valid travel documents, passports and visas (as may be required by the countries you plan to visit). Our staff will be happy to assist with this. Please check vaccination requirements with your doctor or contact NHS Direct on: 0845 4647.



Odyssey World Booking Form

Lead Passenger Details

Name: _____ Date of Birth: _____
 Address: _____
 _____ Post Code: _____
 Tel: _____ Fax: _____
 Email Address: _____

Emergency UK contact while abroad:

Name: _____
 Number: _____

Other Passenger Details

Full name (as on passport used for airline ticketing). We will use the names written here so please ensure they are the same as on your passport. Alterations will incur charges.

On departure date

Title	First Name	Surname	On departure date		Nationality
			Age	D.O.B.	

How did you hear about us?

Travelled with us before
 Tourist office
 Travel Agent's recommendation
 Advertisement: _____
 Article: _____
 Other: _____

Flights

From	To	Date	Airline	Seating Request Window/Aisle?

Car Hire

Group required	
Dates of hire	
Pick up location	
Return location	

Hotels

Name	Location	Date	No. of nights	Room type (double/twin)

Tours

Tour/Excursion name	Date

Special requests (noted but not guaranteed):

Payment

Deposit A deposit of £250 per person (or 20% of the total holiday cost, whichever is the greater) is required with the booking. The balance is due 8 weeks prior to departure. Full payment required if departing within 8 weeks.

Insurance Travel insurance is compulsory. Please tick if required If not required, please supply full details of your own policy.

By cheque Payable to Option to Travel Ltd.

By credit card Mastercard/Amex/Visa credit cards are subject to a 2% surcharge.

Card number _____

Expiry date _____ **Name on card** _____

Last three digits of security code on reverse of card _____

Address of cardholder if different from above _____

Type of card Please tick the appropriate box, entering the expiry date and (for Switch cards only) enter the issue number.

Mastercard American Express Visa Credit

Visa Debit Switch Switch Issue Number

We will assume that, if you have **opted** to pay your deposit by debit or credit card, we may use the same card to debit your account with the balance on (or shortly after) the date due, unless you tick the box to indicate that the balance will be paid by cheque.

I have read and understand the booking conditions and am authorised to sign on behalf of all persons named above

Signature _____ **Date** _____

