

# Things You Need To Know

To help you get the most out of your Leger holiday

## **COACHES**

All UK and European coaches feature air-conditioning, reclining seats (back row seats and seats directly in front of the server may not recline), on-board toilets and drinks machines. Should the air-conditioning system break down for a period exceeding 12 hours, compensation will be paid of up to a maximum of £10 per fare paying passenger per tour. Transfer coaches, which may include minibuses, National Express, Megabus or similar, operate to and from the UK port and may not have toilets, reclining seats, air-conditioning or drinks facilities. Transfer coaches may be operated by one driver. Journeys to the UK port may also be provided by taxi or train where circumstances require. We normally operate a passenger interchange prior to your Channel crossing. When non-British coaches are used on transfers or tours, an on board toilet and drinks facilities may not be available. However, comfort stops will be made during long journeys.

## **SILVER SERVICE AND LUXURIA COACHES**

Please note that holidays which offer Silver Service or Luxuria coaches may not use these vehicles as your transfer coach. Transfer coaches to/from the interchange will usually be Executive coaches. Silver Service or Luxuria will be available from the interchange for the overseas part of your holiday. In the unlikely event we are unable to operate a Silver Service or Luxuria vehicle for the whole of the overseas part of your holiday, an alternative vehicle will be provided with facilities as close as possible to the standard of facilities on the Silver Service or Luxuria vehicle. You will receive a refund of 5% of your basic holiday cost if you are without a Silver Service or Luxuria vehicle for more than half of your holiday, excluding transfer journeys to/from the port as described above. No compensation will be payable in the event that any of the facilities on the Silver Service or Luxuria coach are not available during your holiday.

## **COACH CREWS & TOUR MANAGERS**

European tours will be crewed appropriately with at least one driver and an extra driver and/or a Tour Manager/host/hostess. Due to the Drivers' Hours Regulations, there may be an occasional day when only one driver will operate your tour.

N.B: When we operate our 3 day tour programme we may use one driver. Drivers and Tour Managers will communicate in English.

## **RESERVED SEATS**

Seats are only allocated on your main tour coach. Occasionally seats may be allocated by your transfer driver for the comfort of everybody concerned.

## **FRONT ROW SEATS**

Front row seats can be reserved for £15pp (up to 6 days duration), £24pp (7 and 8 days duration), £26pp (9 to 11 days) or £30pp (12 days or more) on all European tours. This offer is only available for bookings of two or four persons on our Executive and Silver Service coaches and for one or two persons on our Luxuria coaches and is subject to availability. In addition to this, seats on the second row can be reserved for a supplement of £8pp (up to 6 days duration), £15pp (7 and 8 days duration), £18pp (9 to 11 days) or £22pp (12 days or more). Guaranteed front or second row seats cannot be reserved on transfer journeys to/from the UK port. Occasionally, front and second

row seats may be on a request only basis. Please note: children under 15 years of age are not permitted to sit in the front seats of any coach. On some coaches the legroom on front seats, central view seats and seats directly in front of the washroom may be slightly less than that available on other seats due to the presence of a modesty board in front. If your tour is cancelled or merged for any reason and front or second row seats or central view seats or table seats are not available on your tour, you will be refunded any supplement paid. No other compensation will be payable.

**Central View Seats** are available to pre-book free of charge.

**Table Seats** are available to pre-book free of charge on our Luxuria coaches.

### **SEAT DIMENSIONS AND LARGER PASSENGERS**

The seats on our coaches are approximately 450mm (17.71 inches) wide. It is in the nature of coach travel that larger passengers whose size exceeds this seat width will reduce the space available for the person sitting next to them. This reduction in space can cause a good deal of discomfort and impact upon their enjoyment of the holiday. If you are unable to sit within the space provided by a seat of the above width without touching or overlapping any part of the neighbouring seat, you must advise us at the time of booking. In the interests of other passengers, you may be asked to pay for an additional seat (subject to availability) so that you have two adjoining seats, in order to make your booking. If you do not provide us with this information at the time of booking and it is apparent when you join your transfer or tour coach that you need more space than that provided by one seat, you may be asked to pay for an additional seat (subject to availability). If there are no additional seats available or you refuse to pay for the additional seat, we have the right where we reasonably consider it necessary to do so in the interests of the passenger in the adjoining seat to cancel your holiday. In this case, full cancellation charges will apply, no refunds will be made or expenses met and we will have no further liability to you.

### **SMOKING**

All our coaches and transfers operate a 'no smoking on board' policy. NB: the use of electronic cigarettes is strictly forbidden.

### **FOOD**

In the interest of your fellow guests, do not take hot food or ice cream on to the coach.

### **ALCOHOL**

Alcohol cannot be taken on board our vehicles.

### **SEA CROSSING**

Channel crossings are by ferry from Dover to Calais (90 mins) or, on selected dates, by Eurotunnel from Folkestone to Calais (35mins). Irish Sea crossings are from Holyhead to Dun Laoghaire/Dublin by Irish Ferries conventional ferry (3hrs 15mins) or fast craft (2hrs). Crossings to Jersey are from Poole by the fast craft ferry (5hrs). Overnight crossings to Santander are from Portsmouth (24hrs). All timings are approximate. Channel crossings featured on any particular date may change. It is not always possible to advise you of a change to Channel crossings prior to the start of your holiday.

### **HOLIDAY FLIGHTS**

Where flight times are shown, they are for guidance only and may change. The return time shown is arrival in the UK. Latest flight times will be shown on your final travel documents. All of our holidays are subject to availability and the applicable price at the time of booking. Therefore, there may be an additional cost if the fare class we request

is unavailable. Under these circumstances, we will offer you the opportunity to book at a higher cost or to select an alternative date. Please call our reservations staff for more information. Flight numbers and latest times will be confirmed with your travel documents. Please see Clause 19 of our Booking Conditions. We cannot confirm specific seats for you on an aircraft. We recommend you check-in for your flight at least three hours before the scheduled time for long haul flights and at least two and a half hours before the scheduled time for any European holidays.

### **MAKING YOUR OWN TRAVEL ARRANGEMENTS**

If you book your own flights or otherwise make your own travel arrangements to join your tour overseas or in the UK these arrangements will be your responsibility. They will be subject to the terms and conditions of the airline or other transport operator concerned. In the event of your independently booked travel arrangements being cancelled or changed by the transport operator, we regret we cannot permit the change or cancellation of the Leger holiday arrangements without payment of the applicable charges as set out in our Booking Conditions. Similarly, we will not be responsible for meeting or refunding any cancellation or amendment fees incurred in respect of any such independently booked travel arrangements in the event that we have to cancel or change your holiday arrangements. If you book your own flights, you may be able to use our included airport transfers providing your flight is scheduled to arrive at a time which fits in with these. However, we will be unable to provide transfers in the event of your late arrival at the airport due to flight delays, although we will endeavour to provide assistance.

### **ELECTRONIC DEVICES ON AIRCRAFT**

UK and many overseas airports now have enhanced security requirements with which you must comply. All flights continue to operate as previously. We would strongly advise you to arrive in good time for the various stages of the checking in and boarding process including check-in, security search areas and at the boarding gate as you may be denied boarding if you fail to do so. Customers may be subject to additional searches and questions as a result of the enhanced security requirements. Customers may be asked to turn on any electrical or battery powered devices such as telephones, tablets, e-books and laptops in front of security teams and/or demonstrate the item's functionality. **If, when asked to do so, you are unable to power up your electronic device, you will not be allowed to take it on board the aircraft, either in your hand or hold luggage.**

Please do all you can to ensure that items you take with you are fully charged before you arrive at the airport. There are very limited charging points at airports and there will be high demand for these. Please do not take any broken devices in your hand luggage to the airport as you will not be allowed to take them on your flight. Security checks, including those in relation to electronic devices, are carried out at all airports including those you are transiting through. If you are taking more than one flight, especially where the journey is a long one, please make sure that you do not deplete power or run out of charge in your devices until you have completed security checks at all airports you are passing through. Customers are advised to keep checking their airlines website for any additional information regarding their specific flights.

### **YOUR HOLIDAY ACCOMMODATION**

We have carefully selected all accommodation for its degree of comfort and its location to enable us to operate the applicable excursions. Some hotels we use have annexes for

sleeping which are nearby, with meals being taken in the main hotel. Each room usually has twin beds or a double. In some countries twin rooms may consist of separate mattresses and bedding within a double bed frame or a combination of a double bed and a pull-out/sofa bed. The type of beds in your room very often depends on the country you are visiting and, for this reason we cannot guarantee any combination of single and double beds in advance. Should there be more than two people in your party requesting to share one room; the extra bed(s) may be a foldaway/rollaway type bed. All rooms have private facilities. Where a hotel has been named, we reserve the right to substitute another hotel of a similar or higher standard. All hotels used, including those at Disneyland® Paris may have refurbishments / closures / renovations affecting hotel rooms, internal and external building fixtures, restaurants and facilities which are beyond our control. We cannot accept any responsibility for these.

**Please note:** If demand exceeds the number of hotel rooms and other services originally contracted for any particular tour, extra availability may be at a higher price than originally advertised and alternative hotels to those advertised in our brochure or on our website may be used. There may be facilities in your room which incur a charge payable locally e.g. mini-safe, film rental, mini-bar etc. Leisure facilities such as swimming pools, saunas etc., where available, may also incur a charge payable locally. Smoking laws in public places vary throughout Europe and the world.

### **SINGLE ROOMS**

If you book a single room, it is highly likely that you will be allocated a single room and not sole occupancy of a double or twin room. However, should you require a double or twin room; this will be on a request only basis with an added supplement charged if available.

If demand for single rooms exceeds our original allocation, we may request additional rooms, which may incur an extra cost in addition to the advertised single supplement. Where this is the case, we will advise you at the time of booking.

### **TRAVEL KETTLES**

Due to voltage/electricity issues in most hotels, travel kettles are not permitted on any of our holidays. Tea & coffee making facilities are not normally provided in hotel rooms on the continent.

### **RIVER CRUISES**

The meals included on your river cruise are stated in the description of the holiday in question. There may also be a charge for certain amenities. If stated, and subject to availability, you can choose your deck on river cruises, although this may be at a supplementary charge. A no smoking policy applies in all cabins. Please be aware that the level of the river can have an effect on your itinerary on any river cruise tour. Where it is necessary to amend your itinerary as a result, following discussion with the Captain, we will advise you as soon as possible.

### **LUGGAGE**

Due to space, weight and health and safety restrictions, you must limit your luggage to one medium sized suitcase, weight limit 20 kilos, plus one small piece of hand luggage (max. 5 kilos) per person. We reserve the right to refuse to carry any luggage which exceeds these limits. NB: The overhead space on coaches is significantly smaller than aircraft lockers so you must adhere to the specific weight restrictions. We reserve the right to place your hand luggage in the hold of the coach. Hand luggage must not be stored under the coach seats due to potential damage to the wiring underneath the seats on our Silver Service and Luxuria coaches. We reserve the right to refuse to carry any

luggage which exceeds these limits. For flight inclusive holidays, the airline's own luggage restrictions will also apply. You will be notified of these limits with your travel documents. Many of our suppliers, including airlines, also reserve the right to refuse to carry luggage which exceeds the applicable limits. Alternatively, the supplier concerned may ask you to pay additional charges before agreeing to carry any excess luggage. We cannot accept any liability towards you if we, or any of our suppliers, refuse to carry any luggage which exceeds the applicable limits or the suppliers impose any such additional charges. If, in the coach driver's opinion, your luggage is overweight, you may be required to empty some of the contents into an additional suitcase on arrival at the port and leave it there, incurring a deposit fee payable at the time. **Please note:** It is your responsibility to ensure that your luggage is loaded on the coach prior to each departure.

### **LUGGAGE HANDLING – HELP US TO HELP YOU**

We will provide luggage handling facilities at most hotels on Silver Service and Luxuria holidays. All luggage must be clearly labelled with the Leger Holidays labels supplied by us. We will handle one piece of luggage per person (max. 20 kilos) which has been checked in with our driver and stored in the luggage compartment of the coach. Checked luggage will be taken to your hotel room and instructions will be given by your driver for collection upon departure. We are not responsible for handling any additional pieces of luggage, personal items or hand luggage. Due to security and operational regulations, we may not be able to handle luggage at airports, rail stations and ports. **IMPORTANT NOTE:** Please ensure that prescribed medication and items of particular value are carried in your hand luggage. For security and safety reasons, airlines do not permit certain items to be carried in hand, or even sometimes hold luggage. Other transport providers have similar rules. We cannot accept any liability if you are prevented from taking any such items on board the aircraft or other form of transport. If you have any queries regarding the items you are permitted to take on board, please contact the airline or transport provider concerned.

### **LOST PROPERTY**

If you leave anything behind, returning the items to you will incur charges, which you will have to pay along with a £10 administration fee for locating or trying to locate missing/lost items.

### **EXCURSIONS AND ATTRACTIONS**

Certain excursions are included in the price of your holiday. If you choose not to go on an included excursion, for whatever reason, no refunds will be made. Optional excursions can be booked with your coach driver or Tour Manager and operate strictly subject to availability and demand. In the event of cancellation of any optional excursion for any reason, our liability will be limited to a refund of the price paid. The running order of included and optional excursions may be altered without prior notice.

**Please note:** Unless specifically stated, entrance fees to places of interest mentioned in the text are not included. Once you have paid for your optional excursion, there is a strict no refund policy. Cancellations for medical reasons; please claim from your insurance company. On Silver Service and Luxuria departures you can now pay for most of your optional excursions using a GBP credit or debit card during your holiday. Unfortunately, we are unable to accept card payments for optional lunch and/or museum entry packages, these must be paid for in cash to your driver or tour guide. Diners Club, American Express and Electron Cards are not accepted. Travellers' cheques are not acceptable in payment for optional excursions.

## **CHRISTMAS & NEW YEAR ON THE CONTINENT**

Please remember that some countries do not celebrate the festive season in the same way that we do. Often Christmas Eve is the main celebratory event. Restaurants, bars, shops and tourist attractions may have shorter opening times and food menus and decorations may reflect their own traditions. Enjoy Christmas and New Year in the continental way, but bear in mind that this is their holiday period also.

## **CHRISTMAS MARKETS**

Operational dates for the various Christmas markets featured in our brochures are correct at the time of printing. Should any market not take place on the dates advertised, this will be due to unavoidable and extraordinary circumstances (see Clause 6 of our Booking Conditions) and we reserve the right to change the itinerary accordingly. Please also see Clause 5 of our Booking Conditions.

## **DOCUMENTS**

Your travel documents containing departure times, hotel details, up to date flight timings and coach seating will be dispatched or made available to you via Manage My Booking approximately **7-10 days** before departure. Please check these documents immediately you have access to them. It is your responsibility to ensure you have correct and valid documentation and information. We will not accept responsibility or any liability in respect of those passengers who do not have the correct valid documentation (including passports and visas).

## **PASSPORTS AND VISAS**

It is your responsibility to ensure you have a valid passport and any required visa(s) for your chosen holiday. Due to border regulations we are required to provide relevant authorities with passport information prior to departure. We will therefore ask you to provide us with the relevant information before you travel if we require it. If you fail to do so by the stipulated date we reserve the right to cancel your holiday in which case the cancellation charges shown in our Booking Conditions will be payable. We will assume that you are a British citizen with a British passport (or entitlement to apply for one) unless you advise us otherwise. If you are not a British citizen with a British passport, please tell us at the time of booking so we can assist further. British Citizens: A full British passport is required by all persons travelling, including infants and children. British passports usually take approximately 3 to 6 weeks to obtain but can take longer. You should allow as much time as you can. If you are 16 or over and haven't had a passport before, you should allow at least six weeks to obtain one and should not book your holiday until you have received it. The UK Passport Service has to confirm your identity before issuing your first passport and will ask you to attend an interview in order to do this. Some countries require a minimum of 6 months' validity on a passport from your return date. There are currently no visa requirements for European holidays for British citizens with a British passport (with the exception of the holidays to Turkey, Russia and Belarus). For worldwide holidays, British citizens may require a visa or authorisation to travel as referred to below. Requirements may change and you must check the up to date position in good time before departure. For cruise holidays, any visa required for participation in shore excursions will be arranged by the cruise company and the cost will be included in the price of the excursion. All costs incurred in obtaining such necessary documentation must be paid by you, except where specified above. The time and process involved in obtaining passports other than a British citizen's passport will vary. Both non-British citizens and British citizens should check the passport and visa requirements with the consulate or embassy of the country being

visited or travelled through in good time before departure. Information on passport and visa requirements is also available on the Foreign Office website [www.gov.uk/foreign-travel-advice](http://www.gov.uk/foreign-travel-advice). All visa information provided is given in good faith for guidance only and without liability. Where visas are required, you must check with the relevant embassy or consulate on how to apply. No liability is accepted for any information provided by any third party.

### **PROTECTING YOUR PASSPORT WHILST AWAY**

As some countries require your passport to be kept with you at all times as a form of identification, please ensure you keep it on your person in a safe and secure place. If your chosen destination does not require you to carry your passport, please ensure you leave it in a secure place, such as a hotel safety deposit box or room mini-safe. It is sensible to keep a separate note of your passport number and date of issue and we recommend that you take with you a photocopy of your passport and any applicable visa(s). This should be packed separately from your actual passport and visa(s). We also recommend leaving a copy at home with your chosen emergency contact.

### **US VISA WAIVER PROGRAMME**

In order to enter the USA, every person travelling (including children) who is not a US citizen with a US passport must have a visa unless they qualify for the Visa Waiver Program (VWP) or have a US permanent resident 'green card'. Most British holidaymakers will qualify for the VWP but please see the important note below. All visitors to the US (including children) who are eligible for the VWP must apply for authorization to travel to the US in advance in accordance with the Electronic System for Travel Authorization (ESTA). You must complete an online application for authorization to travel on the ESTA website (details below) at least 72 hours before your flight to the US departs but you are recommended to apply earlier. Providing the application is accepted, you will be provided with authorization via the website. Authorization is usually provided very quickly but can take up to 72 hours if data needs to be checked. You should print a copy of the ESTA authorization when you receive it. It is your responsibility to obtain ESTA approval or a US visa if required. If you fail to obtain authorization to travel through the ESTA website or a US visa in advance of travel, you will not be allowed on your outbound flight to the US. Full cancellation charges will then apply. Once granted, the authorization to travel is valid for multiple entries to the US of up to 90 days each for two years or until your current passport expires if sooner, unless any answers to the YES/NO questions on the form change or a new passport is required. You are also required to provide Advance Passenger Information (API) to the US authorities each time you travel to the US. API is a separate requirement to ESTA. If you have a US permanent resident 'green card', or are travelling on a visa, you will not need to apply for ESTA authorization as you are not travelling under the Visa Waiver Programme. There is currently a fee of \$14 for the processing of each ESTA application. The ESTA website can be found at <https://esta.cbp.dhs.gov/esta>. The citizens of other VWP eligible countries may also apply for ESTA authorization to travel subject to the same conditions. Important note; not all British visitors to the USA will qualify for the Visa Waiver Program. You cannot apply for the VWP and will require a visa if you do not have a machine readable passport. All new style, burgundy coloured UK passports are machine readable. You will also need to apply for a visa if you have ever been arrested (even if you were not convicted of an offence) or have a criminal record of any description. Other exemptions also apply. If you are in any doubt as to whether you may require a visa, please contact the US Embassy, Consular Information Unit, 24 Grosvenor Square, London W1A 1AE or visit the website [www.usembassy.org.uk](http://www.usembassy.org.uk) before making your booking with us. Visa requirements may

change. Further information on entry requirements for the USA are available at <http://travel.state.gov>. Authorisation to travel under ESTA does not guarantee entry into the United States; that decision rests with the immigration official at the point of entry in the same way that travellers currently entering the US under the Visa Waiver Program or with a visa are subject to inspection. Warning: If your passport has ever been reported lost or stolen to the authorities and then recovered, please do not attempt to use it for travel to the United States. If you input the passport details into ESTA, your application will be denied.

### **CANADA ETA REQUIREMENTS**

Under Canada's Electronic Travel Authorization (eTA) program, citizens from countries other than the United States (US) who do not need a visa to enter Canada will need to obtain an online authorization before flying to Canada, unless otherwise exempted. To find out more, visit [www.Canada.ca/eta](http://www.Canada.ca/eta). Further information on how to apply will be sent approximately 12 weeks before departure.

**AUSTRALIA** – There are a number of visitor visa options which can be applied for online, including an Electronic Travel Authority Visa (subclass 601) find out more at [www.border.gov.au/trav/visi/visi](http://www.border.gov.au/trav/visi/visi). Further details will be sent to you approximately 12-16 weeks prior to departure.

**RUSSIA/BELARUS** – You must obtain a visa before travelling to Russia or Belarus. We will send you full details and instructions on how to apply approximately 16 weeks before departure.

**TURKEY** – The Turkish stamp / sticker visa on arrival has been abolished and has been replaced by an e-visa application process. All visitors to Turkey are required to purchase their entry visa prior to travel via the Turkish Government website [www.evisa.gov.tr](http://www.evisa.gov.tr). Currently, the cost of the e-visa is \$20 per person. Your passport must be valid for at least 6 months from the date you enter Turkey. Travellers without the required period of validity on passports will regrettably not be allowed entry into Turkey due to this legal regulation.

**CHINA** – British nationals must obtain a visa to enter mainland China. For details of entry requirements to China contact the nearest Chinese Embassy or Consulate in good time before your proposed trip. Further details will be sent to you approximately 12-16 weeks before departure.

**CAMBODIA AND VIETNAM** – Visa fees and conditions are subject to change. Check with the Royal Cambodian Embassy, or the Vietnamese Embassy in London for the latest information. Further details will be sent to you approximately 12-16 weeks before departure.

### **CURRENCY**

You will require local currency to use during your holiday. Exchange facilities are not guaranteed in any of the hotels we use. Please check with your travel agent or bank, or call us if you are unsure of the currency required for an individual country. Information on the currency used in different countries is also available on the Foreign Office website [www.gov.uk/foreign-travel-advice](http://www.gov.uk/foreign-travel-advice).

### **HEALTH REQUIREMENTS AND RECOMMENDATIONS**

At the time of going to print, there are no compulsory health requirements for any of the holidays we offer in Europe and we're not aware of any such requirements for any holidays outside Europe. For all destinations and particularly those outside Europe, we strongly recommend that you consult your GP or local travel clinic in good time before you travel for advice on recommended vaccinations and health precautions. Requirements and

recommendations may change at any time. It is your responsibility to ensure you are aware of the latest position in good time (at least 6 weeks) before departure. Information is available from your GP surgery or local travel clinic and from the National Travel Health Network and Centre <https://travelhealthpro.org.uk> . Information on health is also available on [www.nhs.uk/live-well/healthy-body/before-you-travel](http://www.nhs.uk/live-well/healthy-body/before-you-travel)

## **MEDICAL SERVICES**

If you are a UK resident, you are currently entitled to medical treatment that becomes necessary, at reduced cost or sometimes free, when temporarily visiting a European Union (EU) country, Iceland, Liechtenstein, Norway or Switzerland providing you have a valid European Health Insurance Card (EHIC) with you. Only treatment provided to residents of the country concerned under their state scheme is covered by the EHIC. NB: For customers travelling to the Channel Islands your EHIC card is not valid. You must ensure your own travel insurance policy will cover your medical costs in the Channel Islands including repatriation to the UK in the event of medical need. An EHIC provides limited protection. It does not cover any private medical healthcare or other costs such as repatriation to the UK and is not a substitute for travel insurance which you are strongly recommended to have.

## **APPLYING FOR A EUROPEAN HEALTH INSURANCE CARD (EHIC)**

You can apply for an EHIC online, by phone or by post. You can apply for an EHIC for your spouse/partner and any children up to the age of 16 (or 19 if they are in full-time education) at the same time as applying for your own. If you are a foster parent or guardian (including boarding school teaching staff), you can apply on behalf of any children you are looking after. You must be over 16 to apply as a main applicant. Before you apply, you will need to have the following information to hand for everyone you are applying for:

- Name and date of birth
- NHS / CHI or national insurance (NI) number.

**APPLYING ONLINE** The quickest and easiest way to apply for an EHIC is online at [www.nhs.uk/ehic](http://www.nhs.uk/ehic). Your card will be delivered within seven days.

**APPLYING BY PHONE** To apply by phone, call 0300 330 1350 and have the information listed previously ready. When your application is completed, your card will be delivered within 10 days.

**APPLYING BY POST** To apply by post, download the EHIC application form from [www.nhs.uk/ehic](http://www.nhs.uk/ehic) and, when completed, send this to the address shown on the website. Your card will be delivered within 21 days. There is space for up to four dependent children on the application form. If you apply online or by telephone, you can apply on behalf of more children.

## **YOUR DESTINATION**

The general standards of and legal requirements applicable to safety, hygiene, fire precautions, seat belt laws etc. vary from country to country and can, in some instances, be lower than you are used to in the UK. The monitoring and enforcement of such matters is governed by the authorities of the country and compliance is the responsibility of the overseas supplier of the services concerned. It is the requirements and standards of the country in which any services which make up your holiday are provided which apply to those services, and not those of the UK.

## **TRAVEL ADVICE**

The UK Foreign Office Travel Advice Unit publishes regularly updated travel advice on its

website [www.gov.uk/foreign-travel-advice](http://www.gov.uk/foreign-travel-advice) and <https://travelaware.campaign.gov.uk/> which you are recommended to consult before booking and in good time before departure. This includes information on passport and visa requirements.

### **CHILDREN & INFANTS**

We believe that our holidays may not be suitable for children under 8 years old (except for Disneyland® Paris bookings) however, we will consider individual requests on application. Customers aged 17 and under at the time of travel must be accompanied by an adult, parent or guardian aged 18 years old and over. We reserve the right to refuse to carry any passenger not complying with the above, and in this case full cancellation charges, as detailed in the Booking Conditions, will apply. Under French law at least one person in each room must be aged 18 or over. Under USA law at least one person in each room must be aged 21 or over.

### **PREGNANT WOMEN**

Due to circumstances such as rough conditions on ferry crossings and changes in air pressure on board aircraft and in mountainous regions, women who are more than 28 weeks pregnant at the time of departure are not permitted to travel on our holidays.

### **PRICES & BROCHURE/WEBSITE ACCURACY - CHANGES & ERRORS**

Our brochures are produced many months in advance of your holiday, and whilst every effort is made to ensure the accuracy of the brochure and prices at the time of printing and publication on our website, regrettably, errors do occasionally occur and changes may have to be made. Where material changes to or errors in our published brochure or website information are known about at the time of booking and relevant to you, we will notify you or your travel agent before any contract between us is concluded. Whilst we endeavour to maintain brochure prices, we must reserve the right to increase or decrease them at any time after brochure publication as our costs change and exchange rates fluctuate. We also have the right to correct errors. The current prices of our holidays are shown on our website and are available by telephone. You must, therefore, ensure you check all details of your chosen holiday (including the price) with us (directly or through your travel agent) at the time of booking. In some cases, holidays advertised in our brochures or on our websites may operate subject to there being a minimum number of bookings. For air inclusive holidays, we impose a deadline of four weeks prior to the date of departure before deciding if sufficient passengers have booked to travel. For all other holidays, this deadline is the date by which full payment of the holiday must be made. In the event that minimum numbers have not been reached, we reserve the right to cancel your holiday and refund all monies paid. Clause 5 of our Booking Conditions will apply. Maps, where featured, are for illustration purposes only and are not to scale.

### **DATA PROTECTION**

We (Leger Holidays Limited and Leger Air Holidays Limited) are data controllers in respect of the personal data we process. We process your personal data in accordance with our Privacy Policy which appears on our website [www.leger.co.uk/data-protection](http://www.leger.co.uk/data-protection). We also comply with the EU General Data Protection Regulation (GDPR) and the Data Protection Act 2018. The following information is a summary of our Privacy Policy which you should read. In order to respond to an enquiry, administer and fulfil your booking or send you a brochure or other promotional material, we need to process your personal data. This data is likely to include names of persons travelling, contact details, passport information, travel insurance details, dietary information, emergency UK contact / next

of kin details, credit/ debit card or other payment information and information in respect of any medical condition, disability or reduced mobility which may affect anyone travelling. If you wish to receive brochures or other promotional material from us, we will need your name and the contact details applicable to the form of communication you have consented to. For example, if you wish to receive information by e-mail, we will need your e-mail address. Personal data which concerns your health or which reveals your racial or ethnic origin, religious beliefs or sexual orientation are special categories of personal data. Generally speaking, the processing of special categories of personal data requires your explicit consent which we will ask for at the time you make your booking or your booking enquiry. Where you make a booking, appropriate personal data will be passed to the relevant suppliers of your chosen arrangements together with any other third party who needs this information so your holiday to be provided. Suppliers are likely to include airlines, coach operators, hotels, ground agents, tour managers and guides, excursion and activity operators, travel insurance providers and credit card companies / banks. The information may also be provided to government / public authorities such as customs or immigration if required by them, or as required by law. We may also make personal data available to other companies who provide services on our behalf, such as mailing brochures and marketing material. We only provide third parties with the personal data they require in order to deliver their services. Other than in relation to government / public authorities (over whom we have no control), we will take appropriate steps which are intended to ensure that anyone to whom we pass your personal data for any reason agrees to keep it secure, only uses it for the purposes of providing their services and does not collect any personal data from you in the course performing their services. Your personal data may be processed within the UK and/or any other country of the European Economic Area (EEA). We may also process personal data outside the EEA. Data protection laws may not be as strong outside the EEA as they are in the EEA. Personal data will not be transferred to a country outside the EEA unless the applicable conditions are complied with as referred to in our Privacy Policy. We take appropriate technical and organisational measures to protect against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data, which is appropriate to the harm that might result from the unauthorised or unlawful processing or accidental loss, destruction or damage and the nature of the data to be protected, having regard to the state of technological development and the cost of implementing any measures. We will only retain and use your personal data for marketing purposes where you have specifically consented to this or we are legally permitted to do so. We may send you e-mail marketing where we comply with the Privacy and Electronic Communications (EC Directive) Regulations 2003. Where you have previously requested or agreed to receive information about our travel services from us by post, we may continue to send you such information in the same way until you ask us not to (which you can do at any time by telephone, e-mail or post). You may provide your consent to receiving marketing information from us by opting to receive marketing material either on-line or by telephone. You may also choose in what ways you are happy to receive communications from us. You may, for example, be happy to receive information and offers by post and e-mail but not by telephone. You can withdraw your consent to receiving marketing material or other communications from us, either generally or in any particular way, at any time by e-mailing us at [unsubscribe@leger.co.uk](mailto:unsubscribe@leger.co.uk). Alternatively you can telephone us.

You are entitled to ask us (by letter or e-mail) what personal data of yours is being held or processed, for what purpose and to whom it may be or has been disclosed. No fee will be charged for responding to this request unless it is obviously unfounded or excessive or we have previously provided the same information. We promise to respond to your request without delay and in any event within 1 month unless the request is complex or you have made numerous requests in which case we may be able to extend our response time by a further 2 months. If you believe any personal data we are holding is inaccurate, out of date or incomplete, please tell us by e-mail as soon as possible. We will rectify the problem within 1 month or within 3 months if the rectification request is complex.

We will not process your personal data in a form which enables you to be personally identified for any longer than is necessary in order to fulfil the purpose for which it was originally collected or for any other legitimate business purpose. You can ask us to erase your personal data in certain circumstances, for example where you have withdrawn your consent to further marketing material where the data in question has only been processed for this purpose. However, this is not always the case. See our Privacy Policy for further details.

If you have any complaint about the way in which your personal data has been dealt with, please let us know by e-mail to [information@leger.co.uk](mailto:information@leger.co.uk). We will investigate and respond to you as soon as we reasonably can. If you remain dissatisfied, you may complain to the Information Commissioner's Office. For further details, see [www.ico.org.uk](http://www.ico.org.uk)

### **EARLY BOOKING SPECIAL OFFERS**

Any early booking special offers featured in our brochures or on our websites cannot be used in conjunction with any other offers. All such offers are subject to availability and can be withdrawn at any time without prior notice.

## HOLIDAY INSURANCE

A holiday insurance scheme is available for passengers travelling on our holidays. This scheme is arranged by Townergate Chapman Stevens and is underwritten by ETI – International Travel Protection (ERV), the UK branch of Europäische Reiseversicherung AG, who are authorised by the Bundesanstalt für Finanzdienstleistungsaufsicht (BAFIN – www.bafin.de) and approved by the Financial Conduct Authority (FCA – www.fca.org.uk) to undertake insurance business in the UK. Should you wish to take out this holiday insurance please include the appropriate premium when booking your holiday.

## DEMANDS AND NEEDS

This insurance policy will suit the demands and needs of an individual or group (where applicable) who have no excluded medical condition(s), are travelling in countries included within the policy terms and who wish to insure themselves against unforeseen circumstances/events detailed in the cover section below. Subject to the terms, conditions and maximum specified sums insured.

## IMPORTANT

We will not provide you with advice about the suitability of this product for your individual needs but will be happy to provide you with factual information.

We summarise below the details of the insurance cover provided which also includes 24-hour emergency service from Townergate Assistance. The following is a brief summary of the cover available. Full details of the cover, conditions and exclusions will be forwarded with your confirmation of booking. In any event you may ask for a specimen copy of the policy wording before booking should you wish to examine this in advance.

<b>SECTION OF COVER</b>	<b>MAXIMUM SUM INSURED / BENEFITS PER PERSON</b>
Cancellation	£6000
Travel Delay (Northern Ireland, the Isles of Scilly, the Isle of Man, the Channel Islands, Europe & Worldwide)	£200 (£25 each 12-hours delay) Travel Delay £6,000 Holiday Abandonment (after 12 hours)
Missed Departure	£1,000
Personal Accident	£30,000 (Subject to age)
Medical & Repatriation Expenses (Including Curtailment)	£10,000,000 (£50,000 UK Additional Accommodation & Repatriation Expenses / £6,000 Curtailment)
Hospital Benefit	£100 UK / £600 Non-UK
Personal Property (Including Personal Money)	£1,500 baggage (£500 (subject to age) Personal Money) / £200 Delayed baggage after 12 hours
Loss of Passport and / or Visa Expenses	£500
Personal Liability	£2,000,000
Legal Expenses	£25,000
Catastrophe Benefit	£500
Non-Appearance of Artist	£50
Emergency Home Assistance	£250 per household in total (including cost of call out, £100 materials & 3-hours labour)
Withdrawal of Services	£500 (£50 each 24 hours)
Pet Care	£200 (£20 each 24 hours)

## **SIGNIFICANT OR UNUSUAL LIMITATIONS OR WHAT IS NOT COVERED**

1. Cover is only available for the whole duration of a booked trip to a maximum 70-consecutive days and cover cannot be purchased once a trip has already begun.
2. The excess amount deductible from a claim applies to each and every claim, per incident claimed for, under certain sections by each insured person.
3. If your money, valuables, any items of baggage, your passport or visa are lost or stolen, you must notify the local police within 24-hours of discovery or as soon as possible thereafter. Please make sure you get a copy of the police report. Failure to comply may result in your claim being rejected or the amount of any relevant claim reduced.
4. You are not covered for valuables, your passport or visa if left unattended at any time (including in a vehicle, in checked in luggage or while in the custody of a carrier, tour operator or public transport operator) unless deposited in a hotel safe, safety deposit box or left in your locked accommodation.
5. Stolen property: You are not covered for baggage stolen from:
  - a) an unattended coach/bus unless it was locked in the luggage compartment of the coach/bus and evidence of force or violent entry to the vehicle is available, or
  - b) the passenger compartment of any unattended vehicle.

## **RESIDENCY**

This policy is only available to United Kingdom residents, defined as staying in or has lived in the United Kingdom for more than 12-months or is studying or working in the United Kingdom for more than 6 months.

## **HEALTH CONDITIONS**

You must be able to comply with the following conditions to have the full protection of your policy. If you do not comply the claims handler may refuse to deal with any relevant claim or reduce the amount of any relevant claim payment.

If you are travelling within the United Kingdom You are not required to declare your medical conditions. However, to be covered for any medical conditions you have or have had, you must be able to answer NO to questions 1. to 4. and YES to questions 5. and 6. a) and b) below:

1. Are you aware of any reason why the trip could be cancelled or cut short (such as the health of a close relative)
2. Are you travelling:
  - a) against the advice of a medical practitioner, or
  - b) for the purpose of obtaining medical treatment.
3. Have you been given a terminal prognosis.
4. Are you receiving or awaiting treatment for any bodily injury, illness or disease as a hospital day case or in-patient.
5. If you are on prescribed medication, are your medical condition(s) stable and well controlled.

6. If you suffer from stress, anxiety, depression or any other mental or nervous disorder, have you received written confirmation (at your cost) that you are fit enough to take this trip by either:
- a) a registered mental health professional (if you are under the care of a Community Mental Health Team), or
  - b) a consultant specialising in the relevant field.

If you are travelling outside of the UK you must telephone Mediscreen on **0344 892 1698** if anyone to be covered by this policy, or any person upon whose health the trip depends:

1. Has or has had a medical condition (excluding childhood and minor ailments not requiring treatment).
2. Is taking prescribed medication.
3. Has or has had any medical condition still requiring periodic review.
4. Is awaiting any tests, treatment, investigation, referral or the results of these.

Mediscreen's office hours are 9am to 5pm Monday to Friday excluding Bank Holidays.

### **IF THERE'S A CHANGE IN YOUR MEDICAL CIRCUMSTANCES PRIOR TO DEPARTURE**

You must notify Mediscreen immediately of any changes in medical circumstances arising between the date the policy is issued and the time of departure for the trip. You may have to pay an additional premium to cover your medical conditions. This applies to all destinations including trips solely within the United Kingdom (being defined as England, Scotland, Wales, Northern Ireland and the Isles of Scilly).

Examples of these and other conditions and exclusions are contained within the policy wording, a specimen copy of which is available upon request. If after purchasing a policy from us should you find it does not meet your requirements, you have 14 days from the date of receipt of the policy documents to cancel the policy and receive a full refund of your premium.

Leger Holiday Limited and Leger Air Holidays Limited are Appointed Representatives of ITC Compliance Limited, who are authorised and regulated by the Financial Conduct Authority (their firm reference is 313486) and which is permitted to advise on and arrange general insurance contracts.



**If you require a copy of this document  
in large print please contact our  
Customer Services team on  
01709 830 333 quoting your  
booking reference**