

TERMS AND CONDITIONS

Holiday Contract - Our contract with you is made when you or your Travel Agent asks for your holiday booking to be confirmed. All bookings are made on the basis of these core terms, relevant information and the details on your invoice. Please see our website or call us for the complete information before you proceed. It is subject to the law where you live in the United Kingdom – jurisdiction to be agreed for non-residents. Under no circumstances do any of our agents or staff have the authority, expressly or implied, to alter or vary these conditions unless authorised to do so in writing by the company. It should be noted that conditions vary slightly depending on whether you are booking a "package" or "other holiday arrangements".

1. Payment for the holiday

To confirm your holiday you will be required to pay the appropriate deposit and any other applicable supplements due at the time of booking. Please see, 'Accommodation Only', 'Credit Card Charge', 'Late Bookings', 'Tailor-made' and 'Weddings'.

Some airfares are booked at especially competitive rates to which the airlines may attach severe restrictions. You may be asked to pay for these in full at the time of booking and they may be non-refundable in the event of a cancellation. Details will be given at the time of booking. If you book directly with us and choose to pay by credit card, there will be a fee up to 2.5% added to your booking.

Where travel is within 10 weeks of the booking date you will need to pay the full cost of the holiday at the time of booking, by debit or credit card. Cheques require 5 working days to clear. Cheques that will not clear at least 10 weeks before departure cannot be accepted. Once payment has been made and cleared we will forward the lead name on your booking, or your Travel Agent, a confirmation invoice detailing your holiday and showing the total cost and balance due, (excluding any credit card charge), within approximately 14 days. You should check all the details shown on this invoice very carefully, especially the spelling of your name which must be the same as your passport, and if you have booked through a Travel Agent you should insist that they give you a copy of this invoice. You must inform us as quickly as possible if any of the details on the invoice are incorrect. The balance due date will also be shown on your invoice. Please note that the balance of the holiday must be paid no later than 10 weeks before departure. Failure to do this may result in your holiday being cancelled and charges made accordingly. We reserve the right to refuse the booking of, or retain any person as a client and we shall be under no liability for any extra costs incurred by such a person as a result of our action, but we will refund monies already paid to us.

2. Late Bookings

The full balance of the holiday must be paid at the time of booking by debit or credit card if the date of departure is in 10 weeks or less. Bookings made within 15 days of travel (i.e. 14 days or less) incur a £15 per adult/child administration charge and tickets will not be sent out by post but will more than likely have to be collected at the airport on the day of departure. It is essential that you ascertain whether or not you can obtain relevant visas and inoculations before making your booking.

3. Prices

The holiday price as quoted at the time of booking, at which time your deposit will be taken, will be confirmed as definite, subject to surcharges as detailed below. Prices shown on our website and in our brochure, which make up the inclusive cost quoted on our final invoice, are based on special contract rates. Verbal and website price quotations will be regarded as provisional until confirmed in writing on your Confirmation invoice. In the unlikely event of an administrative error resulting in an incorrect price being displayed on the website, we reserve the right to correct the price. Offers are not be combinable unless expressly stated and can be withdrawn at any time. We have no control or jurisdiction over prices that may be charged at the destination for the same or similar services and can accept no responsibility or liability if these differ from those quoted therein. Tourist taxes, resort fees or similar that are charged locally may be implemented or changed without prior warning. We do not accept responsibility for these costs, which must be paid by you and are not included within your holiday price. All prices indicated are for guidance only. The holiday price that we confirm to you in writing at the time of booking is the price, including increases or reductions, that you will pay. The price of your travel arrangements is subject to surcharges for increases in: (i) transportation costs (e.g. fuel, scheduled airfare and any other airline surcharges which we are obliged to pay or collect), (ii) dues, taxes or fees chargeable for services (e.g. landing taxes and embarkation/disembarkation fees); and (iii) the exchange rates applied to the particular package. Any benefits derived from decreases in these costs will be passed on to you.

In the case of any small variation, an amount equivalent to 2% of the price of your travel arrangements, which excludes insurance premiums and any amendment charges, will be absorbed or retained. For larger variations this 2% will still be absorbed for increases but not retained from refunds. No price increases will be made within 30 days of departure. If you have to pay an increase of more than 10% of the price of your travel arrangements, you may cancel your travel arrangements and receive a full refund of all monies paid, except for any amendment charges. We will consider an appropriate refund of insurance premiums paid if you can show that you are unable to transfer or reuse your policy. Should you decide to cancel for this reason, you must exercise your right to do so within 14 days from the issue date printed on your final invoice. Whether you cancel or not you will also be entitled, on the terms set out in respect of major changes in section 10, to accept an offer of alternative travel arrangements from us subject to availability and compensation if appropriate.

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 protection in place.

4. Insurance

YOU MUST NOT TRAVEL WITHOUT IT.

It is a fundamental term of this contract that you are required to have appropriate and adequate travel insurance for your chosen holiday. Please ask for details of the comprehensive policy we can offer.

If you intend to dive, balloon, bungee jump, go jet boating or take part in any other dangerous pastime, make sure that you have the extra cover required. All policies must include medical treatment and repatriation in the event of an accident or serious illness. If you do not take out cover under our policy, you must advise us of the details of your own insurance including the name of the insurer and the policy number as soon as possible. Our representative abroad has the right to see the policy so that appropriate advice and assistance can be given. Clients in breach of this condition will be deemed to have indemnified the company for any consequential loss incurred by the company on their behalf and such costs will be redeemable from them.

5. Your Ticket Conditions

You accept when you travel with an air and/or a sea, train or bus carrier that their up to date approved Conditions of Travel apply, some of which may exclude or limit liability. These Conditions are often the subject of international agreements between countries, and copies of the Conditions which apply to your air, sea, train or bus travel are available on request from the Travel Agent where you booked your holiday, or from us. When travel & health documents (passports, visas & inoculation certificates) are required for your holiday, it is your responsibility to procure them. We cannot be held liable in any way for any failure to do so.

6. If You Change Your Booking

If you want to change any details of your booking (e.g. transfer to a different holiday with us, departure date, airline, airport, change the number of people booked to travel, change or cancel an excursion or pre-departure special offer etc), we will do our best to help. If you or any member of your party are unable to proceed with the holiday, you can transfer the booking to a substitute person, providing they are suitable; satisfy all the conditions applicable to the original booking and are acceptable to us. Both the person taking and the person leaving the booking will be responsible for paying any additional costs arising from the transfer. We charge a minimum Amendment Fee of £35 per person plus any non-refundable costs arising from the contract terms of our suppliers. However, if you change your booking within 69 days of departure, the cancellation charges will apply as shown below in addition to the above Amendment Fee. In the case of name changes, the applicable costs and/or cancellation charges will apply as appropriate.

Important Note: Name changes and/or departure changes are not always permitted by airlines and most treat name changes as cancellations and charge accordingly. These charges will be passed on to you in addition to any other Amendment Fees. Once airline tickets have been issued any changes made to the ticket(s) may result in you having to pay for the cancelled ticket(s) and purchase a new ticket(s) at full cost. When the price is dependent on the number of people booked into the accommodation and it then varies because you wish to change that number of people, the price will be recalculated based on the new party size as shown in the price panel. Any increase in price per person payable as a result of a part cancellation is not a Cancellation Charge. A separate Cancellation Charge will be levied in respect of bookings cancelled. A new confirmation invoice will be issued as appropriate, on which the Cancellation Charges will be shown.

7. If You Cancel Your Holiday

You or any member of your party may cancel your booking, or part of it, once it has been confirmed, but the instructions will only be valid if put in writing and signed by the person who made the booking i.e. the lead name on the booking. These written instructions should go either to the Travel Agent you booked with, asking them to notify us immediately, or, if you booked direct, to us. To compensate us for the expense of processing your booking and for the risk that we may not be able to resell the holiday, we charge a cancellation fee on the scale shown below. The amount payable (by whoever confirmed the booking) depends on when we receive your written instructions - the more notice you give, the less we will charge. If you have to cancel for reasons covered by your insurance policy you should be able to recover your cancellation charges:

Time before departure when cancellation instruction is received by us	#Cancellation charge as a % of total holiday cost (excluding any insurance premiums and any amendment fees already paid to us)
70 days or more	Loss of deposit
69 - 56 days	30% or deposit if greater
55 - 37 days	50% or deposit if greater
36 - 23 days	70% or deposit if greater
22 - 12 days	90% or deposit if greater
11 - 0 days	100% or deposit if greater

In certain cases the carrier or hotelier may apply a higher cancellation charge. Please enquire at the time of cancellation. Other holiday arrangements may have higher charges.

8. Changes By Us

There may be a change to flight timings or a hotel may close; a day-to-day tour, cruise or safari itinerary may change because of local circumstances altering the length of time spent in a town or lodge or even omitting a town or lodge due to local conditions. Cruise ships/boats may be changed without notice to ones with similar standards of facilities.

9. If We Change or Cancel Your Holiday

It is unlikely that we will have to make any changes to your holiday, but we do plan the arrangements many months in advance. Sometimes we may have to cancel your holiday or make changes, which we reserve the right to do at any time. Most of these changes are very minor, but where they are significant/major, we will inform you or your Travel Agent when you book, or, if you have already booked, as soon as is reasonably possible if there is time before your departure. A major change is one that we make to your holiday arrangements before departure, including, but not exclusive to, changing your UK departure airport(s) (please note a change between the London airports of Gatwick, Heathrow, Stansted, London City and Luton is not classified as a 'major change'), resort area, scheduled time of departure or return by more than twelve hours, (except as detailed below. see important note*) offering accommodation of an officially lower category, or significantly increasing the price of your holiday. Any change in the airline or the type of aircraft from that stated in the brochure or on your ticket does not count as a Major Change. You then have the choice of either: A. accepting our offer of a replacement holiday of a lower category (if available). If the holiday is cheaper then we will refund the difference in cost to you, B. accepting our offer of a replacement holiday of equivalent or higher quality (if available) or, C. cancelling your holiday. If you choose A or B, the least compensation we will pay you is shown on the scale below. If you choose C, we will refund you all monies you have paid us plus at least the compensation shown on the scale below. Please note that it is advisable to leave booking domestic travel arrangements, hotel accommodation, and car parking etc until final travel documents are received.

Period before scheduled departure within which a major change is notified

to you or your Travel Agent:	Compensation per person:
70 days or more	£0
69 - 37 days	£10
36 - 23 days	£20
22 - 12 days	£30
11 - 0 days	£40

NB Children 2-11 years of age in respect of whom reduced rates have been charged, will receive compensation on a pro-rata basis of the adult rate. Children travelling on free child places are not entitled to any compensation. No compensation will be paid to infants.

*** Important Note:** Compensation payments do not apply to changes or cancellations caused by 3rd party resort developments, changes or cancellations to schedules by airlines, unavoidable technical problems with transport, the number of persons who have booked is less than that required for the package, or any "Force Majeure". "Force Majeure" means unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised. Such circumstances or events include (but are not limited to) war or threat of war, riot, civil strife, industrial dispute, closure or congestion of airports or ports, terrorist activity, natural and nuclear disaster, fire, adverse weather conditions and health risks.

In the unlikely event there are any changes made to other holiday arrangements, we will try to tell you before you go, although we are not obliged to do so, nor are we obliged to compensate you. If your booking for other holiday arrangements are cancelled we will do our utmost to ensure you receive a full and prompt refund of the price of these arrangements.

10. Tours, Safari and Excursions

Some are dependent on minimum numbers. In the case of insufficient demand we reserve the right to consolidate or cancel. In this case, we will offer an equivalent on a different date or an alternative holiday or a full refund. We will not make any such changes within 10 weeks of departure. If you make additional arrangements that are not included on our confirmation invoice, we are unable to refund any costs incurred by you outside of 10 weeks prior to departure. We reserve the right to vary accommodation, itineraries and programmes. Changes to that of a similar standard will not be considered a major change.

11. Our Responsibility For Your Holiday

We only accept responsibility for the proper performance of our obligations under this contract. We will perform such obligations with reasonable skill and care. We are not responsible for any failure that is:

- Attributable to you or a member of your party;
- Attributable to a third party unconnected with the provision of the services to you, and is unforeseeable or unavoidable;
- Attributable to our employees, agents, subcontractors and suppliers and their staff whilst acting outside the scope of their employment.
- Due to Force Majeure.
- Due to information, however obtained, from outside sources such as independent third party websites
- Any consequential loss not directly connected to the contract with us.

Personal Injury (unconnected with arrangements made by us)

Although we cannot accept responsibility for clients who by misadventure suffer illness, personal injury or death during the period of their holiday arising out of an activity which does not form part of the foreign inclusive holiday or excursions booked through the company, general assistance will be afforded to clients to a maximum of £5,000 per booking. Furthermore, in the event either of there being a successful claim for costs against a third party or there being suitable insurance policy/ies in force, costs actually incurred by the tour operator shall be recoverable from the clients.

12. Limitations On Our Liability

Our liability to you for any loss or damage which you may suffer is limited to twice the price of your holiday. This excludes personal injury resulting from the non-performance or improper performance of the services involved in the holiday, and is subject to the limitation of liability described below. Health and safety standards applicable to the services provided by us under this contract should meet the local standards applicable to your holiday destination. However you should be aware that these vary widely across the programme and may well not match those standards we enjoy in the UK. Any compensation payable by us shall be limited in accordance with the lowest limit allowed under applicable International Conventions (Warsaw Convention 1929 as amended, Montreal Convention 1999 as amended, E.C. Reg No. 2027 - 1997, EC Reg No. 889 - 2002, EC Reg No. 261 - 2004, EC Reg 2111 - 2005 and EC Reg 1107 - 2006, Athens Convention 1974 (For Ships), Berne Convention (For Rail) and Paris Convention (For Accommodation) governing the services, or the amount you can recover from them under the laws of the UK or the country in which they operate. Transport operators have their own conditions of carriage, which form part of your contract with us. These conditions, and the provisions of the International Conventions, generally limit the liability of transport operators. Copies available on request. For other holiday arrangements): Because we are acting as booking agent we have no liability for any of the travel arrangements, and in particular no liability for any illness, personal injury, death or loss of any kind.

13. Complaints

If you have a complaint you must tell our Service Representative, local agent, the accommodation management or the airline staff immediately. If we cannot resolve the problem at the resort or during your flight, you must write within 35 days of your return from holiday to our Customer Relations Department at The Atrium, London Road, Crawley, West Sussex, RH10 9SR or email us at meon.custrels@meontravel.co.uk. If you do not tell us about your complaint, our ability to investigate it could be seriously hampered, and we will not deal with it unless there is a valid reason why you didn't inform us. You can, of course, pursue your claim elsewhere. Disputes about your holiday that we cannot settle can be referred to arbitration under a special scheme administered by the Chartered Institute of Arbitrators. The scheme provides a simple and cheap method of arbitration based on documents alone. It does not apply to claims over £5,000 per person or £25,000 per booking form. A limit of £1,000 per person applies to any part of a claim for personal injury or illness. You must apply for arbitration within nine months of your return from holiday, but in special circumstances it may be offered outside this period. Information regarding complaints may be shared with other tour operators.

14. Disorderly Behaviour

We reserve the right to terminate without notice the holiday arrangements of any client whose behaviour is such that it is likely in our opinion to cause distress, damage, danger or annoyance to our customers, employees, agent's property or a third party. Furthermore, if you are prevented from travelling because, in the opinion of a person in authority, you appear to be unfit to travel or cause distress or discomfort to other passengers, then our responsibility for your holiday ceases. No refunds will be given. We have no control over the behaviour of other people staying in or visiting your holiday accommodation. Your accommodation is provided solely for the use of passengers shown on the final Confirmation Invoice as confirmed by us; subletting, sharing or assignment is prohibited. We expressly reserve the right to prevent you from participating in the excursions we provide, whether pre-booked or purchased in resort, if in the reasonable opinion of our staff or those of the excursion provider, you are either unsuited to undertake the excursion, or if you appear to be under the influence of drugs or alcohol. In these circumstances your sole remedy against us will be to obtain a refund of the cost of that excursion.

15. Your Financial Security

The air holidays and flights on this website and in our brochure are protected by ATOL. When you buy an ATOL protected air holiday package or flight from us, you will receive a Confirmation Invoice from us (or via our authorised agent through which you booked) confirming your arrangements and your protection under our Air Travel Organiser's Licence number 0285. For package holidays which do not include travel by air we have arranged a bond with Association of British Travel Agents (ABTA), membership number V4068. In the unlikely event of our insolvency, the CAA or ABTA will ensure that you are not stranded abroad and will refund any money you have paid to us for an advance booking. If you buy arrangements other than a package holiday, this financial protection does not apply. For further information, visit the CAA website at www.atol.org.uk. In respect of holidays sold in the Republic of Ireland, pursuant to section 10 (1) of the Package Holidays and Travel Trade Act 1995, the nominated agent for services of proceedings is Haye McGrath, 91 Lower Baggot Street, Dublin 2. Meon Villas is a trading name of Specialist Holidays (Travel) Ltd, part of the TUI Travel PLC group of companies of TUI Travel House, Crawley Business Quarter, Fleming Way, Crawley, West Sussex, RH10 9QL.

ESSENTIAL READING

Website accuracy

We reserve the right to make changes after publication of information. Our experts inspect every property and facility regularly to ensure that the information we provide is accurate. However, circumstances can change and we reserve the right to make these changes. For example, all the facilities in a resort might not be fully functional in early or late season. Sometimes the facilities in a villa may be removed or added to. Public holidays and religious festivals may also affect the availability of resort and property facilities. The tourist office for your chosen destination can provide details of such events, and other information. We will tell you of any changes that we know about when you book your holiday. If you have already booked, we will tell you of any change in circumstances which would affect your holiday as soon as we can before you leave. We cannot accept liability for information, however obtained, from outside sources such as independent third party websites.

Minimum age

Unaccompanied passengers under the age of 18 need a letter of consent from a parent or legal guardian. The minimum age of unaccompanied travel is 16 years on the day of departure.

What's included in your holiday

You can choose which component(s) to book. The basic price for each component that you book, as displayed in the brochure price panels or on our website includes the following:

- VAT on all holidays to EC countries.
- The services of our Concierge or Agent in resort.

Your accommodation component includes:

- Self catering occupation of the villa as described in the individual villa's description.
- A Welcome Starter Pack
- Villa property/contents accidental breakage/damage cover up to £200 per person.

Your flight component includes:

- Return flight from the UK to your overseas airport; if applicable.
- Baggage allowance as confirmed on your documents;

Your car component includes:

- As confirmed on your invoice and voucher and detailed on the appropriate car hire page.

Your transfer component includes:

- As confirmed on your invoice.

What is not included:

The basic component cost as shown in the brochure price panels or on our website, does not include:

- Excursions and other personal expenditure;
- Holiday insurance;
- Any applicable supplements for rooms, meals or extra occupancy in villas and apartments; see brochure description relevant to your accommodation;
- Any applicable charges for pre-bookable items such as Car Hire, Optional Taxi Transfers, VIP Airport Lounges etc.
- Additional flight charges (see Flight information pages);
- Charges for pre-bookable items such as baby buggies, cots, highchairs, air conditioning, central heating, pool heating, welcome pack, boat hire etc;
- Charges made at your accommodation for optional facilities such as cots, minibus services, sunbeds, sauna, tennis courts and equipment, porters, air-conditioning, heating, telephone line etc;
- Excess baggage and the transport of any sporting equipment (see Flight Information and Your Accommodation pages);
- Arrival/departure/eco taxes imposed by your destination country that are payable locally in cash;
- Cost of visas or inoculations, where necessary (see the Before You Travel section of the brochure).
- Deposits requested on arrival by some apartment/villa owners.
- UK and Overseas Departure Taxes;
- Air Passenger Duty;
- Fuel supplement.

Advance Registrations

We may be able to advance register your holiday request before the release of airline schedules. Requests that are made more than 11 months in advance are subject to flight availability and prices at time of confirmation when the airline releases its schedule and prices, when we will contact you. A revised invoice will be issued once flights have been confirmed.

Villa Breakages and Damage

Damage/breakages

All damage or breakages should be reported to your Concierge immediately so that we can fix the problem as soon as possible for you. Accidental damage to the value of £200 per person will be covered, if advised to your Concierge at the time. Damage/breakages totaling more than this amount or caused by negligence or intention or not reported to your Concierge prior to departure from resort are not covered. Such damage/breakages should be reported and paid for before vacating your accommodation or the appropriate amount will be recovered on your return to the UK.

Resort Development

From time to time, building work, resort improvement, such as roadwork, and its associated noise is unavoidable in a resort. We do not control such work, and we do not always receive advance notice of when it will begin. We will notify you as soon as possible if we think that building work will affect your holiday. If we consider the work will have a significant effect on your holiday, you will be entitled to exercise the options outlined in the section headed "If we change or cancel your holiday" although compensation will not be payable unless the work is being carried out by or on behalf of one of our own suppliers. In some resorts the provision of roads, power and water supplies, etc, does not always keep pace with the demands of rapid tourist development, so you may experience problems with, for example, plumbing or drainage. Roads and pathways in some countries may not be up to the standard found in the UK, therefore please be aware that some roads and paths may be uneven.

Local laws

In some of our featured destinations, local laws and religious observance can lead to the withdrawal of certain facilities and local disturbance.

Exchange rates

The prices shown on this website were calculated on the basis of known costs as per the Financial Times on 5th September 2011 using a forward exchange rate of: Euro 1.141; US (\$) 1.6102

Your journey from airport to resort

On arrival at your destination airport, if you have pre-booked a transfer with us, you will be met by a Meon Villas Concierge and shown to the transport to take you to your chosen resort where appropriate. Please ask our travel consultants for the approximate transfer times and other details. Timings do not however, allow for any delays which may be caused by local traffic conditions etc. If a hire car is to be provided as part of your holiday arrangements, and this is to be collected at the airport, no transfer arrangements will normally be provided for any members of your party.

Your hire car(s) (if pre-booked) will be available for collection on arrival at the airport. Directions to your villa will be provided.

Clients travelling to Gozo fly to Malta and take a ferry transfer to Gozo. The ferry crossing takes around 20 minutes, but the total transfer time from your airport to your villa normally takes about 2 hours.

We are under no obligation to transfer wind-surfers, bicycles, surfboards or other unconventional luggage to your accommodation. Please make your own arrangements for this, or call our travel consultants at least 2 weeks before departure to establish whether the particular item can be accepted in the transfer taxi/minibus (where applicable).

Your accommodation

Arriving at/Vacating your accommodation: Your villa will be available to use from 2 p.m (4 p.m in Italy on some villas) unless otherwise stated on your accommodation voucher. All villas must be vacated by 10.00 a.m. at the latest on the day of departure (9.30am in Italy). Your cooperation in complying with this condition would be greatly appreciated in order that properties may be prepared for incoming guests. If arranged with your Concierge locally, sometimes the owner may be able to allow you to vacate your villa later, but they are entitled to charge for this.

Villa occupancy: The accommodation provided must only be used by the person(s) shown on your invoice and sub-letting, sharing or assignment is prohibited. Charges may be levied in resort for any people occupying accommodation who have not been named. Prior to this charge being paid there will be no contractual agreement between Meon Villas and any person not named on the invoice. On no account may the number of people, including children, exceed the maximum occupancy stated in the brochure.

This will be considered unacceptable behaviour and we reserve the right to carry out the action detailed in the 'Termination and compensation' section. Please note; children do count towards occupancy of all villas.

Accommodation classifications: Meon Villas has inspected every accommodation. The ratings are based on our opinion, as no official classification system exists, and so these are subjective and may include such immeasurables as 'ambience'. Accommodation of similar classification, but in different countries, cannot always be directly compared.

Extra beds: If extra beds have been requested, they may be camp beds or divans and may be subject to an additional charge.

Infants: If you need a cot or highchair, please order it when you book your holiday; we may make a small charge for this. The type of cot provided will vary between countries. Portable, fold-up cots suitable for most infants up to 2 years old are widely used. Cot linen may not be provided. Infants do not qualify for meals on flights.

Swimming pools and beaches: Pools will not be useable between October and April in Italy. Descriptions of pools are as accurate as possible, but the dimensions, where provided, are only approximate. Free-form pools are measured at their maximum width and length. Swimming pools are not heated unless otherwise stated in the brochure description and may be fresh water or sea water. Swimming pools that can be heated take time to warm up (2-3 days). Please advise us at the time of booking if required. Pool heating charges, if not included, are payable in the UK prior to departure. Insufficient sunlight may affect the heating of solar heated pools.

Where we advertise the distance to the nearest beach, please remember that beaches aren't always sandy, but may be rocky or of local stone. We are not able to accept responsibility for the condition of local beaches.

Satellite TV and Internet Access: Where available, satellite TVs usually feature basic channels only and not the full range available in the UK. Only channels such as CNN and BBC World News may be available in English. Internet access in villas in rural areas can be unreliable and conditions vary from region to region.

Facilities: Please bear in mind that facilities at your villa or in the resort may occasionally be unavailable due to maintenance, bad weather, public holidays, religious festivals or other reasons. Availability may also be limited at the beginning and end of the season. Lack of availability will not be a breach of contract on our part. Supplements may also be charged for the use of facilities not specifically included such as heating, air-conditioning, or use of a telephone line. Details will be supplied on request and a deposit may be required. It is your responsibility to ensure these charges are agreeable to you before use.

A kitchenette may not have an oven, but usually comprises of a fridge, cooking rings and sufficient cooking equipment for the maximum number of people occupying the accommodation.

Bathrooms may consist of a shower or bath, or both. It is usual for showers to be hand-held, not wall-mounted, in many destinations.

Continental beds can be quite short so if someone in your party is particularly tall, please let us know when you book, so that we can suggest an appropriate villa. In the Algarve, it is quite common for the mattresses to be laid on hardboard, rather than on springs. Please remember that even the top quality villas often have what look like "army surplus" style beds. They aren't - it's just the local style.

We will state on the website if a villa has air-conditioning or central heating. A supplement may also be payable, so please ask our Travel consultant if you require these facilities. Please note that some houses may have the A/C on a timer system for approximately 8-10 hours per day. Full air conditioning means in all bedrooms and the living area unless stipulated otherwise, it does not mean the system is on 24 hours a day. We accept no responsibility for the breakdown of these units under any circumstances although we will always do our best to rectify the matter as quickly as possible.

Where advertised, tennis/table tennis courts are there to provide enjoyment and are suitable for a friendly 'knock about'. Don't expect them to be championship standard! We recommend that you take rackets and balls with you.

Barbecues may be gas or charcoal. Due to fire safety reasons, barbecue bans may be imposed at anytime.

Because of their rural location, some villas do not have main drainage.

Villas might not have their own telephone or be within walking distance of a public phone. We recommend you take a mobile phone.

Safety deposit boxes: If you require a safe in your villa please check with us as not all villas have this facility.

Golf Villas: Please be aware that the risk of stray golf balls entering the gardens of villas near golf courses is unavoidable.

Single sex parties: We reserve the right to refuse single sex parties. An additional damage deposit may be required.

Pets: Pets may only stay in accommodation with our prior approval. An additional damage deposit may be required. UK citizens must comply with the national animal health regulations.

Solar power: Some properties rely on solar power to heat water. If there is insufficient sunlight, shortages of hot water may occur.

Villa maintenance: Please bear in mind that a villa is not the same as your own home and it is not always possible to arrange for someone to immediately repair or replace broken/damaged equipment and items, although we will of course do our utmost to ensure that the necessary work is carried out as quickly as possible to cause you minimum inconvenience.

Water / Electricity: Many countries have less efficient electricity and water supplies than in the UK, and therefore these supplies may be erratic due to breakdown or low rainfall. Cuts rarely last more than a few hours, so any inconvenience caused is not usually acute. Solar power is now increasingly used as a source of energy, particularly for hot water. Although in the late afternoon the water is usually hot, it is less so in the mornings and late evenings. On cloudy days, the water may be tepid all day. Hot water tanks may be smaller than in the UK.

Wildlife: Mosquitoes, ants and other insects are endemic in the warmer climates, particularly in the country areas. Wasps are unfortunately usually more prevalent in July and early August. Food should be covered to deter stray rodents and animals. Dogs and cats, unlike in the UK, seem to roam around unattended and whilst many holiday makers like their company and provide endless supplies of food they will remain. You may hear dogs barking or in rural areas other animal noises.

These sort of aggravations, together with late night noise, are unfortunately unavoidable. Should you experience this, we ask for your patience and understanding.

Access to your villa/local roads: Access roads and pavements around villas can vary considerably. Some may be well-maintained while others, even in residential areas, may be rough, bumpy and sometimes steep. You may also find that taxis refuse to go to "out of the way" properties.

Sounds from the surrounding area: In certain villas, situated within a few minutes' drive of the airport, it is not uncommon to hear the planes. This will be exaggerated during peak season as more flights are in operation. Villas situated near roads, even used for local access only, may experience associated noise. Villas located near to harbours and marinas will be able to hear the sounds associated with such areas. Local taverna celebrations or resort noise at night is unavoidable if your villa is nearby.

Privacy: Many villa owners live close to their villas, or may live in a separate (self contained) part of the property, and will often drop in to tend the garden, clean the pool or carry out odd jobs. If total seclusion is what you are after, please discuss this with our travel consultants before booking.

The weather: Our villas are located in areas where the weather is generally good throughout the summer, with low average rainfall. Buildings are designed/furnished to be comfortable in hot temperatures, and may not be as well suited to wet and/or cold periods as north European houses. Humidity can be a particular problem in countries where temperatures are usually high. In very wet periods, villas may give the appearance of being damp. However, as soon as the weather reverts to normal, and houses can be aired, any sign of dampness will quickly disappear. We cannot be held responsible for the weather on your holiday.

Festivals: Lively and animated celebrations can take place throughout the year and are often accompanied with firework displays, church bells and music. Villages are decorated with banners and lights, food stalls line the streets and in some cases shops and banks etc, may close.

Safety matters

Hygiene and safety standards in foreign countries will differ from those that we are used to, and take for granted, at home. Our villas always comply with local safety regulations, but these may not match UK standards - which are among the highest in the world. You will receive more detailed information relating to health and safety on holiday with your tickets, and in your Villa Book where available, but we would ask you to consider the following areas of safety when choosing your holiday.

Most of our properties are privately owned and are designed to the specification of the owner. Houses with steep and unguarded staircases or steps (sometimes without handrails), ornate balconies or ponds, or houses with steep drives or drops may not be well-suited to a party with young or less mobile guests. Points you should consider:

- Balconies and other steep drops, protected by railings or other barriers which may encourage small children to climb or squeeze through.
- Roof terraces often have low walls.
- Glass doors and windows, which may be difficult to see in bright sunlight.
- Marble floors, which may be slippery when feet are wet.
- Villa pools do not have lifeguards and may not have a shallow end.
- Ungated swimming pools or villas where rooms open directly onto pool areas.
- Infinity edge pools may have an unguarded drop.

We constantly work to improve safety standards by taking advice from appropriate organisations within the UK but should you be concerned about any health or safety issue while on holiday, your resort Concierge will be happy to help.

The need to think about your own personal security in any destination is a fact of life, just as at home. However, extra thought is required when staying in a foreign city. It is advisable to identify if there are any areas which it is best to avoid, particularly at night. The use of safety deposit facilities is essential as this will allow you to carry only the minimum necessary jewellery, cash and other valuables. Cities are particularly busy in comparison to other types of holiday destination and it is therefore advisable to be discreet and keep wallets, purses, expensive camera equipment etc. out of sight.

Data protection policy

Privacy Policy

Specialist Holidays (Travel) Limited's Privacy Policy sets out what information we collect, how we collect it, and what we do with it.

INFORMATION ABOUT YOU

Your Information

This refers to a combination of information such as your name, contact details, travel preferences and special needs/disabilities/dietary requirements that you supply us or is supplied to us, including any information about other persons on your booking ("your information"). Your information is collected when you request information from us, contact us (and vice versa) or make a booking. You are responsible for ensuring that other members of your party are aware of the content of our Privacy Policy and consent to your acting on their behalf in all your dealings with us.

We will update your information whenever we can to keep it current, accurate and complete.

Our Use of Your Information

(1) For the purpose of providing you with our services, including your flight, holiday or insurance, etc., we may disclose and process your information outside the UK/EEA. In order for you to travel abroad, it may be mandatory (as required by government authorities at the point(s) of departure and/or destination) to disclose and process your information for immigration, border control, security and anti-terrorism purposes, or any other purposes which they determine appropriate. These requirements may differ depending on your destination and you are advised to check.

Even if not mandatory, we may exercise our discretion to assist where appropriate.

(2) We may collect and process your information for the purposes set out in our registration with the Office of the Information Commissioner, and disclose the same to our group companies for business purposes and also to companies and our service providers who act as "data processors" on our behalf, or to credit and fraud agencies (some of whom are located outside the UK/EEA). These business purposes include administration, providing services (and contacting you where necessary), customer care, service quality, business management and operation, re-organisation/structuring/sale of our business (or group companies), risk assessment, security, fraud and crime prevention/detection, monitoring, research and analysis, marketing, customer purchasing preferences and trends, dispute resolution, credit checking and debt collection.

(3) Information (such as health or religion) may be considered "sensitive personal data" under the Data Protection Act 1998. We collect it to cater to your needs or act in your interest, and we are only prepared to accept sensitive personal data on the condition that we have your positive consent. By booking with us you also agree for your insurers, their agents and medical staff to disclose relevant information and sensitive personal data to us in circumstances where we need to act on your behalf or in the interest of passengers or in an emergency. If you do not agree to Our Use of Your Information above, we cannot do business with you or accept your booking.

Direct Marketing Material

(1) We may from time to time contact you with information on offers of goods and services, brochures, new products, forthcoming events or competitions from our holiday divisions and our group companies. Our websites will assume you to agree to e-communications when you make a booking.

(2) You may indicate your preference regarding receiving third party direct marketing material.

(3) If do not wish to receive such information or would like to change your preference, please refer to point (2) of "Your Rights" below.

Your Rights

(1) On completing our Data Subject Access Request form, you are entitled to a copy of the information we hold about you (for a £10 fee) and to correct any inaccuracies.

(2) You have the right to ask in writing not to receive direct marketing material from us. If available, you can amend your previous preference on our website(s), use our "unsubscribe email" or refer to our literature containing instructions. Once properly notified by you, we will take steps to stop using your information in this way.

(3) For a list of our group companies or brands, please send us your request. Please write to Specialist Holidays (Travel) Limited, Legal Department, TUI Travel House, Crawley Business Quarter, Fleming Way, Crawley, West Sussex RH10 9QL.

Foreign Controls

Outside the European Economic Area (EEA), note that controls on data protection in such countries may not be as strong as the legal requirements in this country.

USE OF TOOLS/"COOKIES" AND LINKS TO OTHER WEBSITES

If our contact and dealing with you is via our website(s), we may use HTTP cookies. These cookies allow us to identify your computer but not you personally. You can set your web browser to refuse cookies. However, you may not be able to enjoy all the facilities or book via our website if you do so.

We may use information we hold and cookies to identify your individual website behaviour, searches, preferences, facilitate your activities on our website(s) and provide you with services and offers. For example:-

- If you are making a purchase, we may also use cookies to keep track of the transaction from one web page to another.
- We collect information relating to customer use, trends and patterns and use cookies and software tools to capture, measure and analyse site usage and related information.
- If you also receive our email marketing, we will tailor the information we send you unless you tell us not to. This will enable us to send you more personalised and relevant communications. You will be given the opportunity on every communication to opt-out of this personalisation.
- When you are on our website, we may interact with you and/or provide you with personalised information. We do this by using cookies to identify your individual website behaviour which allows us to provide you with more relevant personalised promotions.

When you are online but off our site, to help us deliver advertising effectively and avoid repeating adverts, we employ cookies. These cookies allow us to provide advertising off site which is more relevant to a user's interests. The information that we collect and share is anonymous and not personally identifiable. It does not contain a user's name, address, telephone number or email address.

Our website(s) may use a variety HTTP cookies. To help you understand more about, control and/or delete cookies:

(1) Pinsent Masons law firm: www.aboutcookies.org

(2) Internet Advertising Bureau: www.youronlinechoices.com/uk

(3) Adobe:

www.macromedia.com/support/documentation/en/flashplayer/help/settings_manager07.html

(4) Google Analytics:

<http://code.google.com/apis/analytics/docs/concepts/gaConceptsCookies.html>

By using our website(s), you consent to our use of cookies as set out above. Our website(s) may contain links to other sites not controlled by us. It is your responsibility to check the status of these sites.

MONITORING

To ensure that we carry out your instructions accurately, improve our service and for security and fraud, we may monitor and/or record: (1) telephone calls; (2) activities using CCTV in and around our premises; and (3) transactions and activities at all points of contact. All recordings are and shall remain our sole property.

SECURITY STATEMENT

We have taken all reasonable steps and have in place appropriate security measures to protect your information.

CHANGES TO THIS POLICY

Any changes to this Policy will be either posted on our website, brochure and/or made available on request.

How to book your holiday

When you have chosen your holiday, you should contact us direct by telephone or book on line. The Party Leader must be aged at least 18 and must have the authority to take responsibility for the booking on behalf of all the other travellers in the group. When the Party Leader accepts our booking conditions, he/she confirms that the people named on your invoice also accept the booking conditions. The Party Leader is responsible for the full cost of the holiday, including cancellation or amendment charges. We will send all documents and other information to the Party Leader, who must inform other members of the party.

Know Before You Go

We work with the Foreign and Commonwealth Office to help British travellers stay safe overseas. Check the FCO website at www.fco.gov.uk/knowbeforeyougo for advice and the latest information about specific countries. Further information is available from:

- Foreign and Commonwealth Office Travel Advice Unit (0845 850 2829);
- ABTA information service (0901 201 5050 - calls charged at 50p/minute);
- Meon Villas



Passports & Visas

Validity: If you are a British Citizen, you need a full 10 year British passport for all holidays in this brochure. Ordinarily holiday companies and the UK Passport Office suggest that passports should be valid for at least 6 months after your return. Each country, however sets its own rules covering this, and we advise that you contact the relevant embassy for the latest information on visa regulations. If you hold a Commonwealth or other passport, you should telephone the Consulate of the country you plan to visit for advice.

New Passports: Be sure to leave enough time for new applications as there can be delays at peak periods. If you have not yet got a passport, the Passport Service has to confirm your identity before issuing your first passport and from October 2006, you will be asked to attend an interview in order to do this. You can find out current processing times by telephoning the Identity and Passport Service on 0300 222 0000 or by visiting www.passport.gov.uk. All children must now have their own passport.

Names: The name on the passport must match the name on the ticket, otherwise you will not be able to travel and insurance maybe invalid.

Passport Security: Customers are encouraged to keep a note of their passport number separately from their passport. This will enable the British Consulate to issue a temporary passport more quickly in the unlikely event your passport is lost or stolen.

USA: UK citizens travelling to the USA under the Visa Waiver Programme will be required to have a machine readable passport with two lines of computer code at the bottom of the biographical page. This means all family members entering the USA under the Visa Waiver Programme will need to have their own passports and children travelling on their parents'

Current information from USA immigration is that from approximately 26th October 2006, all visitors travelling under the Visa Waiver Programme will be required to hold and present a biometric passport. In addition to this, all new passports issued on or after 26th October 2005 must contain a digital photo image to enable the holder to travel to the USA visa free.

British citizens with machine readable passports but without a digital photo will still be able to visit the USA visa free until the 26th October 2006 if their passport was issued before the 26th October 2005 deadline. Since 12 January 2009, Visa Waiver Program travellers must apply and receive travel authorisation via ESTA at least 72 hours prior to travel. For the latest information, or if you do not hold a UK passport or have any passport which was issued overseas then please contact the United States Embassy to check specific passport and visa requirements. Please allow yourself plenty of additional time to arrange either new passports or visas for each member of your party that does not currently hold an individual machine readable passport. If you do not meet these new regulations, we will be unable to allow you to check in for your flight and travel on your holiday, as you would subsequently be refused entry to the United States. Should you require any additional information on the Visa Waiver programme, please contact the United States Embassy or consult the US State Department Website on <http://travel.state.gov/visa>.

Flights, flight times and conditions of carriage

The flights on this website are operated by UK and European scheduled, no-frills and charter airlines. We may change airline or aircraft type at any time; this does not count as a Major Change. Some flights may need to stop en route. If we know about this in advance we will tell you. Flight times on your booking confirmation are not guaranteed. Actual flight times are shown on your tickets. A night flight means one that departs the UK between 22.00 hours and 05.59 hours, or arrives in the UK between 00.00 hours and 05.59 hours. You must comply with the conditions of carriage applied by land, sea and air carriers. The provisions of the Warsaw Convention 1929 (as amended) concerning the carriage of passengers and their luggage by air, and the airlines' conditions of carriage, may apply to you and your party during your flight, and during boarding and disembarkation. These provisions and conditions may limit or exclude liability for death or personal injury, or loss of or damage to luggage, and may make special provisions for valuables. We will supply a copy of the conditions of carriage applicable to your holiday, and of the Warsaw Convention, if you request them.

Montreal Convention

Air carrier liability for passengers and their baggage: This information notice summarises the liability rules applied by Community air carriers as required by Community legislation and the Montreal Convention.

Compensation in the case of death or injury: There are no financial limits to the liability for passenger injury or death. For damages up to approximately £80,000, the air carrier cannot contest claims for compensation. Above that amount, the air carrier can defend itself against a claim by proving that it was not negligent or otherwise at fault.

Advance payments: If a passenger is killed or injured, the air carrier must make an advance payment, to cover immediate economic needs, within 15 days from the identification of the person entitled to compensation. In the event of death, this advance payment shall not be less than approximately £13,000.

Compensation in the case of delay: In case of passenger delay, the air carrier is liable for damage unless it took all reasonable measures to avoid the damage or it was impossible to take such measures. The liability for passenger delay is limited to approximately £3,300.

Baggage delays: In case of baggage delay, the air carrier is liable for damage unless it took all reasonable measures to avoid the damage or it was impossible to take such measures. The liability for baggage delay is limited to approximately £800.

Destruction, loss or damage to baggage: The air carrier is liable for destruction, loss or damage to baggage up to approximately £800. In the case of checked baggage, it is liable even if not at fault, unless the baggage was defective. In the case of unchecked baggage, the carrier is liable only if at fault.

Higher limits for baggage: A passenger can benefit from a higher liability limit by making a special declaration at the latest at check-in and by paying a supplementary fee.

Complaints on baggage: If the baggage is damaged, delayed, lost or destroyed, the passenger must write and complain to the air carrier as soon as possible. In the case of damage to checked baggage, the passenger must write and complain within seven days, and in the case of delay within 21 days, in both cases from the date on which the baggage was placed at the passenger's disposal.

Liability of contracting and actual carriers: If the air carrier actually performing the flight is not the same as the contracting air carrier, the passenger has the right to address a complaint or to make a claim for damages against either. If the name or code of an air carrier is indicated on the ticket, that air carrier is the contracting air carrier.

Time limit for action: Any action in court to claim damages must be brought within two years from the date of arrival of the aircraft, or from the date on which the aircraft ought to have arrived.

Basis for the information: The basis for the rules described above is the Montreal Convention of 28 May 1999, which is implemented in the Community by Regulation (EC) No. 2027/97 (as amended by Regulation (EC) No. 889/2002) and national legislation of the Member States.

EU Airline Blacklist: In accordance with EU directive (EC) no. 2111/2005, Article 9, we are required to bring to your attention the existence of a 'Community list' which contains details of air carriers that are subject to an operating ban within the EU Community. The Community list is available for inspection at <http://air-ban.europa.eu>

In accordance with EU regulations we are required to advise you of the actual air carrier operating your flight / connecting flight / transfer.

We do this by listing carriers to be used or likely to be used as follows: BA, Virgin, Air Portugal, Cyprus Airways, BMI, Fly Be, Alitalia, Monarch, Thomas Cook, Thomson, Iberoworld, Futura, EuroCypria, Air Helios, MyTravel, Air Europe, Spanair, LTE International, Sata Air Azores, Excel Airways, Astraeros, Pegasus Airline, Onur Air, SunExpress, Air Scandic, Olympic Airways, Meridiana, Iberia, European Air Charter, Air Malta, Spanair, Caribbean Star, British West Indian Airways, Liat, Emirates. We will notify you of the actual air carrier when we send you your flight tickets. Any changes to the actual carrier after that point will be notified to you prior to check-in or at the boarding gate.

ADDITIONAL INFORMATION

Choosing your villa

A brief description of each villa provides the main information that, in our experience, clients like to know. Unlike most hotels & holiday apartments, villas do not receive official quality ratings. If you would like any further information to help you choose, please contact our Travel Consultants, who will be happy to help.

Villa information & finishing touches

Welcome Pack

We are very pleased this year to be able to include a Welcome Starter Pack in your villa price. The Starter Pack will be waiting at the villa for your convenience on arrival. It means that you can have a drink and a light snack whilst you relax and unpack before heading off to the supermarket. Alternatively, you can choose to pre-book a Welcome Food Pack (suitable for 4 people) for £30, which will give you a few more essentials.

Maid Service

All our villas are prepared with clean bed linen and bath towels for your arrival. Some villas also have a mid-holiday maid service and linen change. Please check with our Travel Consultants about your chosen villa. If you would like extra maid service, this can be arranged in some resorts when you arrive, or you can make a special request at the time of booking. There will be a nominal charge, payable in advance or in resort on which our Travel Consultants will be able to advise. Please remember that the villa is a holiday home and as such will not always have year round homely items such as carpets and plants. Whilst kitchen and some bath linen is provided, please bring your own pool and beach towels. Please be aware that at certain times of the day/week, in addition to the maid, you should expect visits from the local staff employed to undertake the villa or apartment pool cleaning, gardening or general maintenance.

Special Assistance

If you have a special need that does not form part of the holiday described in this brochure (for example wheelchair assistance) please let us know at the time of booking. We will assess the needs when you have completed our special needs form and will always try to meet such requests, but may be unable to meet your particular needs. For further information and assistance, please call out Travel Consultants.

Special Requests

If you have any special requests (such as vegetarian meals, airline seats, specific floors in a hotel etc.) you must advise us of these at the time of booking. We shall do our best to meet your requirements but we cannot guarantee that they will be provided. Any failure to meet special requests will not be a breach of contract on our part. We regret we cannot accept any booking which is conditional upon the fulfilment of a particular request.

Corfu Boat Hire

Pre booked boats are available per week (Monday - Monday)

Boats are booked on a "first come, first served" and boats required at short notice may not be available especially in high season.

All boats have sun canopies.

Ladders for swimming can be requested. A returnable deposit may be required, payable locally.

All boats have third party insurance, but any damage to the boat remains the clients responsibility.

Boats should only ever be used by up to the maximum number of persons allowed. Exceeding the maximum number may result in the insurance being invalidated and/or a fine being imposed.

Once booked and prepaid cancellation of the boat booking will incur cancellation fees.

No refund is given if the pre booked boat cannot be used for any part of the week due to bad or dangerous weather conditions.

All fuel used is payable extra locally to the boat supplier.

Basic instruction will be given to you by the boat supplier when you collect your boat and

we urge you to follow his advice and remember that your safety must always come first.

Any clients booking boats with 40 hp or larger engines will need to produce proof of the appropriate licences.

FLIGHT INFORMATION

Flying & airport services

Additional Services

Meon Villas will be pleased to book your holiday flights. To ensure the widest choice and flexibility you can choose from a variety of UK departure airports on charter, scheduled and no-frills flights, as long as these coincide with the applicable arrival day for your chosen destination. We recommend our services as we can then help you with any flight queries you may have. Our Travel Consultants will be happy to offer quotes for the dates of your holiday and will confirm the airlines available on your chosen route. Depending on the type of flight chosen, you may be required to pay in full for the seats at time of booking. Please call our Travel Consultants for prices and further details.

Flight Details

Applicable when we have booked your flights for you. Please also refer to our Essential Reading.

Names

The name to be printed on your ticket and supplied to the airline must match exactly your name as it appears on your passport, so please ensure all names are stated correctly at time of booking. Failure to do so may result in a member of your party being refused to travel. Name changes may be possible with certain airlines, but most likely will incur an amendment fee.

Meals On Board and Extra services

Catering on board your flight varies by airline, many airlines no longer automatically include meals. Some airlines include meals on their flights, some can be pre-booked in advance at a supplement and others are available to be purchased on board the aircraft. Please contact our Sales Team for what is included on your flight. Extra services such as special meal requests, group seating and assistance at the airport may be available to book. Please call our Travel Consultants for further details.

Pre-bookable Wheelchairs

Wheelchairs need to be pre-booked at least 4 days before departure. We try to ensure that wheelchair passengers will be first to embark and last to disembark. You may require a doctor's note when requesting a wheelchair.

Check In And Flight Times

All flights are local times based on the 24-hour system. Your invoice will show the proposed flight details, and your flight documents will show the actual details. Check in at least 2 hours before departure. Online check-in is not always available and is dependent on the type of flight booked and the operational requirements of the airline concerned.

Baggage Allowance

This varies depending on the airline, destination, route and class of travel booked. It is important that you check your documents for the up-to-date allowance. Baggage weighing more than the baggage allowance will be subject to a charge payable at check-in. Single items of luggage weighing over 32kgs will not be accepted by the airline. Hand luggage allowance also varies depending on the airline. Infants under the age of 2 on the date of their return flight have no baggage allowance. Call for information on items such as pushchairs and wheelchairs if you are travelling with Thomson.

Carriage of Prohibited Items

There are strict rules about bringing prohibited food items, such as animal products, back into the EU even if they are meant for personal use. Useful information can be found at www.hmrc.gov.uk and www.direct.gov.uk/dontbringmeback. A number of items are prohibited in hold luggage, such as explosives and flammable products, so you must not travel with these products. To see the list of items and some useful information about hold luggage and hand luggage prohibited items, go to www.direct.gov.uk or contact your airline.

Lost / Damaged Baggage

The airline is responsible for your baggage. Under The Montreal Convention, if you do not notify the airline of any loss or damage to your baggage immediately on the discovery of the loss/damage, the airline will have no liability to you.

Flight Delay Insurance

Most travel insurance policies include compensation for major delays. You can request details of this cover when you book your insurance. The benefits payable are in addition to the airlines flight delay refreshment and accommodation policy. You should check that your chosen policy offers equivalent cover and send travel delay claims to your insurance company. You can obtain details of the flight delay from the airline.

Deep Vein Thrombosis

Travel involving prolonged immobility can cause deep vein thrombosis (DVT). This occurs when a blood clot forms, usually in the lower leg. It is a serious medical condition, and needs treatment with blood thinning drugs or anticoagulants to prevent clots breaking off from the DVT and travelling to the lungs, causing significant illness and, on rare occasions, death. The risk of deep vein thrombosis occurring while travelling by air is extremely low. However, you can take precautions to further reduce the risk. Who is most at risk from DVT? People with a history of thrombosis, women taking an oral contraceptive pill or who are pregnant, those recently hospitalised, smokers, the obese, some patients with congestive heart failure and people with malignant disease. Dehydration may exacerbate the problem. What can I do to reduce the risk? Exercise your feet and legs from time to time, or walk around if that is possible. Elastic stockings may be helpful. Drink plenty of non-alcoholic liquids to prevent dehydration. See your doctor if you believe you might be particularly prone to DVT.

Pregnancy

If you are pregnant you should check with your doctor that it is safe for you to travel. If you are more than 28 weeks pregnant at the time of your return flight, airlines insist on a medical certificate stating that you are fit to fly. If you are more than 34 weeks pregnant at the time of your return flight, they will refuse to carry you. Please check your travel insurance policy for any restrictions that apply to travelling whilst pregnant. Prior notification must be given to Thomson customer support.

Medical Conditions

If you have a medical condition, serious illness, restricted mobility, recently undergone surgery, or have suffered a recent accident you must be cleared for travel by the airline and may require a Fitness to Fly Certificate from your GP. All requests for medical clearance must be submitted to the airlines Customer Support Department at least 4 working days before the date of departure. N.B: Conditions which require medical clearance include respiratory, coronary or infectious illness. Please allow time to receive medical clearance, otherwise you will be denied boarding.

Infants

A supplement for charter flights and for scheduled flights is payable for infants under 2 years of age on the date of their return flight, please check for details at the time of booking. Infants under 2 years of age will not be entitled to an in-flight meal and do not have baggage allowance. Infants under 6 months must sit on an adult's lap and wear an infant lap-strap. Infants under 2 years must sit on the adult's lap secured by an extension seat belt provided by the airline. If an additional seat has been purchased for an infant, a car seat can be used. Some child car seats can be used on British-registered airlines for children aged from 6 months to 3 years. The child will need his/her own aircraft seat and will be charged the appropriate child price. The carriage of car seats is at the discretion of the airline. Please contact our Travel Consultants for information on approved car seats.

Alcohol On Aircraft

You are not allowed to drink your own alcohol on a flight, whether you bought it on board, on holiday or in the UK.

Non-Smoking Flights

There is a non-smoking policy on all flights.

Disorderly Behaviour

The captain has authority over the aircraft and passengers at all times when they are boarding or on board. He/she may prevent you from travelling if you are considered unfit to do so, or if you pose a danger to the aircraft or passengers. The captain will exercise this right if, for example, you are found to be drunk before or after boarding, if you smoke on board or use threatening, abusive or insulting words or behaviour. In those circumstances, we or the airline, at our reasonable discretion, may terminate your holiday, and we will not be responsible for completing your holiday arrangements. Meon and the airline will also not be liable for any refund, compensation or other costs you may have to pay. We may also seek compensation from you for any losses caused by your behaviour (e.g. the cost of diverting an aircraft). Disruption on board an aircraft is a criminal offence, and you may be prosecuted.

Flight Schedules

Flight information including routes, carrier, timings and price will be given to you when you book your holiday, however, these are subject to change at the discretion of the airline.

CAR HIRE INFORMATION

Meon Villas will be pleased to book a hire car for you. We recommend our services, as then we can assist you with any queries that arise. For some of our villas we consider car hire is essential or you may simply want to check out another beach or two, explore inland, or visit other towns in your holiday destination, Meon Villas offers you great deals on holiday wheels. Our Travel Consultants can talk to you about whether a car is essential: please just ask their advice about cars and transfers.

We will give examples of the types of car you will receive, but please note it may be a similar type of vehicle rather than the make/model listed. If you do not see the type of car you require in our information, please ask.

You can book your car when you book your holiday. We will confirm the rental arrangements and price on your holiday invoice, and you will receive a car hire voucher, along with your other holiday documents, about three weeks before your departure. Simply hand the voucher to the car hire company as proof of your reservation, collect your vehicle and hit the road.

Included in the Price

Unlimited mileage • Collision damage waiver • Third party insurance • Fire and theft waiver • Local taxes • Airport fees • Bail bonds where applicable.

Collision Damage Waiver / Loss Damage Waiver

(CDW / LDW) These sections of our insurance policy cover you for damage sustained in an accident unless you deliberately cause the damage, are under the influence of drink or drugs, or use the vehicle in a prohibited way (e.g. for hire). In addition, if you commit a driving offence or drive negligently, or the local suppliers of the car decide that you are at fault, you may not receive a replacement vehicle. Prices quoted are fully inclusive, although an excess may apply. Vehicles may not be insured on unmade or unfinished roads. Please consult the car hire company upon collection/delivery or ask our Travel Consultants.

Theft Waiver

(TW) Reduces the renter's liability in the event of theft, damages caused due to theft or attempted theft of the vehicle to an excess amount where applicable. Negligence connected with the theft of the vehicle may lead to the car hire company requiring the full amount for the cost of the vehicle.

Personal Accident Insurance

(PAI) This optional insurance may be covered by your holiday insurance (check before you travel). If you require PAI, it can be purchased locally on collection of the hire car.

What is not included in the price

Deposit, Excess Charges, Petrol, Personal Accident Insurance (unless specified), special request items, out of hours charges, garaging, parking and traffic fines, additional driver charges and age-related driver surcharges where applicable. All costs are payable locally. In some locations an optional insurance may be offered to reduce or waive the renter's liability. Additional insurance may be required if driving outside the country of hire. Items paid locally may be subject to tax. Please note that in most destinations, windscreens, tyres, undercarriages, towing charges are not covered under the insurance policy.

Local deposits and petrol

Most hire companies require a deposit to cover petrol in the car and other charges incurred during the hire period. A valid major credit card will be required in most cases, and must be in the lead driver's name, but cash may be requested.

Minimum / Maximum Age Limitations

In most destinations, the minimum no surcharge hiring age is between 21 and 65, but exceptions apply in some locations and there will be an additional charge. Minimum age requirements on larger cars may be higher in some locations. The maximum driver age may also vary. Please check with our Travel Consultants for further details.

Super Cover

In many destinations an excess on Collision Damage Waiver may apply. With Super Cover you can waive this by paying a supplement. This facility is only available in some destinations.

Additional Drivers

Charges may apply for additional drivers which will be payable locally. Please check with our Travel Consultants for further details.

Period of Hire/Daily Rate Calculation

Hire periods are calculated on a 24-hour basis. After collection of the car, hire period extensions and late returns will be charged by the car hire company at the local daily tariff.

Hire Charge

Clients will be charged the rate prevailing on the day of collection. No increase or reductions apply if the hire continues into a higher or lower season.

One Way

One way rentals must be confirmed in advance and may be subject to drop-off charges, payable locally.

Child Seats and Special Requests

Child seats, roof racks (not available on some vehicles) and additional items are available on request in most locations, but they cannot be guaranteed. In many countries child seats are required by law. There is usually a charge payable locally. Parties travelling with infants or small children may need to upgrade or hire an additional car to accommodate an infant or child booster seat. Please note rear seat belts may not be provided in all vehicles. Please check with our Travel Consultants. Requests for these items should be made at the time of booking.

Delivery and Collection

In some locations, delivery and collection to/from accommodation is available, although a charge may apply. Charges may also apply for collection or delivery outside office hours. Full address details and a time of delivery must be given at the time of booking. Deliveries cannot be made to private accommodation.

Driving Areas

You may have to provide additional documentation if you plan to drive outside the country or state where you hire the car, and you may have to pay extra charges.

Local Charges

The costs of all incidental items payable locally are subject to local tax.

Driving Licence

Drivers must produce a full British Driving Licence held for at least 1 year (2 years in some locations, please check with our Travel Consultants). Drivers holding non-British licences should contact us prior to pick-up. If you have a new photocard licence, you must also produce the paper documents that accompany the photocard. Our Travel Consultants must be advised of any endorsements at the time of booking and Meon Villas reserve the right to refuse the booking on this basis. All persons driving the vehicle must be in possession of their driving licence at all times for inspection by the local authorities. No refunds will be given for rentals rejected if you don't have your licence or you haven't disclosed endorsements.

Car Capacity and Vehicle Type

All vehicles are insured for a maximum number of passengers. Meon cannot accept liability for the vehicle being unsuitable for all passengers and luggage. Please contact our Travel Consultants for approximate passenger capacity of the car groups available. We are unable to guarantee a particular make or model of car. The car shown on your voucher is for guidance only and may be substituted for a similar alternative or upgraded vehicle.

Provision of Cars

Car suppliers can refuse a vehicle to anyone considered unfit or ineligible to drive. In these circumstances we will not be responsible for the completion of your travel arrangements, for any refund, compensation or any other costs you may have to pay.

Mechanical Difficulties

In the case of breakdown or mechanical difficulties, you must call the car hire company immediately, using the telephone number, which appears on the rental agreement. The local car hire company must give authority for repairs or replacement cars. If you are involved in an accident, the local police and car hire company MUST be contacted. Keep copies of all relevant documentation you are asked to complete. This may be needed if you wish to make an insurance claim.

Extra Day Charges

Hire periods are calculated on a 24 hour basis. Therefore, additional charges may apply if you enter into an additional 24 hour hire period. If we are not made aware of this prior to your departure, charges will be made at the local rate by the car hire company.

We are brokers for the car hire companies. Clients are subject to the car hire company's own terms and conditions and the laws of the country where the rental takes place. Meon accepts no responsibility for loss, damage, alterations, delays or changes caused by civil strife, industrial dispute, including air traffic control disputes, terrorist activity, natural and nuclear disaster, fire or adverse weather conditions, unavoidable technical problems with transport, closure or congestion of airports or ports, cancellation of scheduled airlines or the financial failure of airlines.

Remember to take your driving licence and credit card for your deposit!