

Booking Form

Lead Passenger name (please also include in the table below) _____

Address* _____

_____ Postcode _____

Home phone _____ Work phone _____ Fax _____

Mobile _____ Email _____

* If any of your party resides at a different address, please can you provide details on a separate sheet

	Client 1	Client 2	Client 3	Client 4
Title				
First Name & Middle Name <small>(exactly as shown on passport)</small>				
Surname <small>(exactly as shown on passport)</small>				
Occupation				
Date & Place of Birth <small>DD/MM/YYYY</small>				
Nationality on Passport				
Passport Number				
Date of Issue* <small>DD/MM/YYYY</small>				
Date of Expiry <small>DD/MM/YYYY</small>				
Room Type <small>(Single/Twin/Double)</small>				

*if your passport details change prior to travel please contact Falcon and Sachz Ltd via email customer@falconandsachz.com

Itinerary Reference: _____ Tour Name: _____

Start Date: _____ Date: _____

Flight upgrades required: _____ Tour Extensions (places, hotels, number of nights or the tailor-made itinerary reference): _____

The deposit required can be found on the quotation page of the itinerary that you wish to confirm. In most cases the deposit is 20% of the total cost or £300 per person (whichever is the greater); however in some instances a larger deposit is required in order to secure particular services. The total amount due is as specified on your invoice. Please make cheques payable to **'Falcon and Sachz Ltd Trust Account'**. If you are paying by credit card (Visa Credit, Mastercard) or debit card (Visa Debit, The Maestro or Delta), please fill in the section to your right. Balance or full payment is subject to a 1.5% fee to cover the credit card issuer's commission. There is a 2.5% fee for AMEX. **There is no charge for payment by debit card.**

- Please tick the box if you would like us to charge the balance of your trip to your credit or debit card immediately prior to your balance due date (usually 60 days before departure). We will contact you again to obtain your 3 or 4 digit security code (CVV)
- If you want to **pay online** please log onto your client account using information sent and pay online securely. **In that scenario please do not complete the Card Section on the right side**

Card Type (Please Tick)



Visa Credit
 Visa Debit
 AmEx
 MasterCard

Cardholder's Name: _____

Card Number: _____

Start Date: _____ Expiry Date: _____

Issue Number (Maestro Only): _____

Card Holders signature: _____

In order to successfully process a card transaction we will require the three or four digit security code (C V V) featured on the back of most cards. If paying deposit we will contact you for this information on receipt of this form.

Special Requirements and/ or Preferences

Please use this space to tell us any other information that will assist us in arranging your journey. This may include aspects of the journey you are particularly interested in, dietary restrictions, request for a smoking room etc. If you are requesting special in-flight meals please be specific, for example: vegetarian, vegan, no meat, or no seafood.

Travel Insurance

Please refer to our website for information on insurance providers www.falconandsachz.com or refer to the General Information section of your quote document.

If you have an existing travel insurance policy please provide details.

Insurance Company

Policy Number

24 hours Emergency Service Telephone Number

Frequent Flyer Club Membership

If you are a member of an applicable airline frequent flyer club please indicate the club name and membership details below.

Airline: _____

Membership No: _____

Name of Member: _____

Please note that we will try our best to meet your preferences. However requests cannot be guaranteed.

VISA AND EMERGENCY NUMBERS

Do you require us to arrange your visa?

Yes No

Your emergency contact and their number *

Name: _____

Relationship: _____

Contact No: _____

*If the emergency contact details differ for some of the members of your party, then please provide details on a separate sheet.

Please complete this section ONLY if you are arranging your own flights			
Date (DD/MM/YYYY)	Flight Number	From	To

TEAR HERE



Falcon and Sachz Ltd

4 Martin Court 48 Pelham Road Wimbledon SW19 1NP United Kingdom
0208 407 1784

Very Important

Please read our terms and conditions before signing and sending this form.
PLEASE KEEP THE BOOKING CONDITIONS FOR YOUR REFERENCE

Booking Conditions

Please read carefully, detach and keep with your travel documents

Your contract is with Falcon and Sachz Limited, a member of TTA with membership number **U977X**

The subsequent terms shall have the meaning set out below when used in these Booking Conditions:

- 'Our', 'Us', 'We', 'Falcon and Sachz' means Falcon and Sachz Limited
- 'Holiday' or 'Vacation' means the Holiday booked by you or any person on your behalf.
- Force Majeure: This means that we will not pay you compensation if we have to cancel or change your travel arrangements in any way because of unusual or unforeseeable circumstances beyond our control. These can include, for example, war, riot, industrial dispute, terrorist activity and its consequences, natural or nuclear disaster, fire, adverse weather conditions.
- 'Major Change' includes the following when made before departure:
 - A change of resort area for the whole or a major part of your holiday,
 - A change of accommodation to that of a lower official classification for the whole or a major part of your holiday,
 - A change of UK departure airport (excluding change of London Airports),
 - A change of outward departure time or overall length of your holiday of twelve or more hours.
- 'Travel Agent' means any Agent through whom your booking with Falcon and Sachz Ltd is made.
- 'Package' means a package as defined in the Package Travel, Package Holidays and Package Tours Regulations 1992.

These conditions and apply to all Holidays and govern your relationship with Falcon and Sachz Ltd. Please read them carefully before making or confirming a booking.

1. Your holiday contract.

When a booking is made, the 'lead name' on the booking guarantees that he or she has the authority to accept and does accept on behalf of the party the terms of these booking conditions and do accept on behalf of your party the terms of these booking conditions and that you are 18 years of age or over. A contract will exist as soon as we issue our confirmation invoice. A binding agreement will come into existence between us when we dispatch this invoice to the 'lead name' or your Travel Agent. This contract is governed by English Law, and the jurisdiction of the English Courts only.

2. Your financial protection.

The Package Travel, Package Holidays and Package Tours Regulations 1992 require us to provide security for the monies that you pay for the package holidays booked from our web site and for your repatriation in the event of our insolvency. Your **monies** are protected by way of trust funds held by Travel Trust Association or TTA. (<http://www.traveltrust.co.uk/>)

3. Prices and website accuracy

The information and prices shown on this website may have changed by the time you come to book your arrangements. Although we make every effort to ensure the accuracy of the website information and prices at the time of loading, regrettably errors do occasionally occur. You must therefore ensure you check the price and all other details of your chosen arrangements with us at the time of booking.

4. Your Holiday Price/ Booking You Holiday

- a) We reserve the right to alter the prices of any of the holidays shown on our web site. You will be advised of the current price of the holiday that you wish to book before your contract is confirmed.
- b) Please visit the website then call the company on: Tel +44 (0)208 407 1784 to speak to a destination specialist and discuss your holiday requirements. To help us to tailor-make a tour that is just right for your needs it would be helpful to know more about your preferred style and mode of travel and whether there is anything in particular that you are looking to get from the holiday. We will discuss your requirements with you and then within 48 hours prepare a no-obligation, free of charge quotation and send this to you together with a detailed itinerary, for your consideration. The quotation is then valid for 14 days from the date of issue.
- c) (b) To secure your booking, you should complete and sign a Falcon and Sachz Booking Form, and sent it to the Company together with a non-refundable deposit of £300 per person - or as advised by the Company at the time of booking - and confirmation that you have appropriate insurance cover. If you are booking within 10 weeks of departure, then full payment is required. Payment can be made by cheque or most debit and credit cards in favour of Falcon and Sachz Ltd Trust Account.
- d) Any booking requests made on our website are subject to availability. Should your holiday not be available or should there be any difference in cost we will contact you to discuss this and offer alternatives.
- e) When you make a booking more than 10 weeks in advance then you must pay a deposit of 20% of the total holiday/ package price per person, or a higher amount, which would be notified at the time of booking and is non-refundable and non-transferable. The balance of the price of your travel arrangements must

be paid at least ten weeks before your departure date. If you book within ten weeks of your travel date we will require full payment at time of booking. If the deposit and/or balance are not paid in time, we shall cancel your travel arrangements. If the balance is not paid in time we shall retain your deposit. If we do not receive this balance in full and on time, we reserve the right to treat your booking as cancelled by you in which case the cancellation charges set out in paragraph/ clause 14 will become payable. All monies you pay to the travel agent are held by him on our behalf at all times, Except for flight inclusive bookings. In certain circumstances you may be asked to pay the balance earlier, due to our commitment to suppliers. You will be advised of this at the time of booking and normally involves Christmas or Easter bookings or cruises.

- f) The price of your travel arrangements was calculated using exchange rates quoted in the Financial Times Guide to World Currencies at the time of your booking.
- g) Changes in [transportation costs, including the cost of fuel] [dues, taxes or fees chargeable for services such as landing taxes or embarkation or disembarkation fees at ports and airports] and [exchange rates] mean that the price of your travel arrangements may change after you have booked. However there will be no change within 30 days of your departure.
- h) Before you make a booking we will give you the up to date price including the cost of any peak-season supplements, upgrades or additional facilities which you have requested. Any increase in price may appear as a flight supplement.
- i) In respect of Packages, changes in fees (including transportation costs, fuel costs, dues, taxes, fees such as landing taxes or embarkation/ disembarkation fees at ports/airports and exchange rates) and services mean that the price of your travel arrangements may change after you have booked your holiday. However, there will be no change to the cost of your holiday within 30 days of departure. In relation to package holidays, we will absorb and you will not be charged for any increase equivalent to 2% of the price of your travel arrangements, which excludes insurance premiums and any amendment charges. You will be charged for the amount over and above that. If this means that you have to pay an increase of more than 7.5 % of the price of your travel arrangements, you will have the option of accepting a change to another holiday if we are able to offer one (if this is of equivalent or higher quality you will not have to pay more but if it is of lower quality you will be refunded the difference in price), or cancelling and receiving a full refund of all monies paid, except for any amendment charges.
- j) Should the price of your holiday go down due to the changes mentioned above, by more than 2% of your holiday cost, then any refund due will be paid to you. However, please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your travel due to contractual and other protection in place. The only exception to this clause would be due to Government action.
- k) 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.

5. Credit Card Fraud Contingency

If you do not supply the correct credit or debit card billing address and/or cardholder information, the issue of your tickets may be delayed and the overall cost may increase. We reserve the right to cancel your holiday if payment is declined or if you have supplied incorrect credit card information. We also reserve the right to do random checks in order to minimize credit card fraud. These checks may or may not involve electoral roll checks. As a result of this, before issuing tickets we may require you to provide us by fax or postal copy of proof of address, a copy of your credit card and a recent statement.

6. ACCEPTANCE OF BOOKING

(a) The Company only accepts your booking on the understanding that you realize that the Sub-continent and Asia as a whole can be an unpredictable region. We cannot be held responsible for any consequences or effects of flight cancellations, strikes, wars, riots, sickness, government intervention, adverse weather conditions, mechanical breakdown, local political conditions, or any other unpredictable or unforeseen circumstances that may have a consequential or material impact on the content or timing of your holiday.

(b) We also ask you to note that the infrastructure standards in the Subcontinent and other Asian countries are often quite different from that which is accepted as normal in the U.K. This can include, but is not exclusive to, levels of service and the reliability of transport, food, accommodation, communication, power and water supplies. You should also be aware that the legal and health and safety requirements in Asia and Africa, including the Sub continent and Middle East are less stringent than those in the U.K.

7. Credit Card Charges

We accept payment by credit card, cheque and debit card - direct payments to Falcon and Sachz by credit card will incur a charge of 2% of the value of the transaction. In the case of American Express this would rise to 2.50%. (This charge is correct at the time of print and we reserve the right to increase/decrease this charge and you will be advised at the time of booking). These rates may change from time to time and you will be advised of the current rate by our consultants at time of payment. Where refunds are made the amount would not include a refund of the service charge.

8. Prompt assistance in resort.

If the contract we have with you is not performed or is improperly performed as a result of failures attributable to a third party unconnected with the provision of the services, or as a result of failures due to unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised, or an event which we or our suppliers, even with all due care, could not foresee or forestall, and you suffer an injury or other material loss, we will offer you such prompt assistance as is reasonable in the circumstances.

9. Passport, Visa and Immigration Requirements.

Your specific passport and visa requirements, and other immigration requirements are your responsibility and you should confirm these with the relevant Embassies and/or Consulates. We do not accept any responsibility if you cannot travel because you have not complied with any passport, visa or immigration requirements. Also see Clause 27 on your responsibilities.

10. Disclaimer.

Our web site is our responsibility, as your tour operator. It is not issued on behalf of, and does not commit the airlines mentioned herein or any airline whose services are used in the course of your travel arrangements. Please note that in accordance with Air Navigation Orders in order to qualify for infant status, a child must be less than 2 years of age on the date of its return flight.

11. Flight seat requests.

Falcon and Sachz Ltd has no control over the allocation of seats by the airline and even if a request is made with the airline to pre-book seats, no guarantee can be made that they will still be available on check-in. The provision of supplying particular seats does not constitute a term of your contract with Falcon and Sachz Ltd.

12. Connecting Flights.

Where domestic or international internal flights are booked, either by Falcon and Sachz Ltd or by the client directly with the airline, we are unable to accept liability for any change in flight time by the carrier that would affect your onward or return travel arrangements. Where we have made reservations for domestic or internal scheduled flights payment must be made at the time of booking and is non refundable. This would be in addition to our standard deposit.

13. Flight Details.

Any amendments that we may make to the flight details, such as change in carrier, departure time and airport of departure would be considered as a minor change and would not be subject to any compensation or allow you to cancel the reservations. The exception to this would be if the timings changed by a more than of 12 hours.

14. If You Cancel Your Holiday.

You, or any member of your party, may cancel your travel arrangements at any time. Written notification from the person who made the booking or your travel agent on your behalf must be received at our offices. Since we incur costs in cancelling your travel arrangements, you will have to pay the applicable cancellation charges up to the maximum shown in the grid below.

Note: If the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim these charges. You may not cancel certain arrangements after they have been confirmed and any cancellation may incur a charge of up to 100% *for that part of the arrangements.

***Certain travel arrangements (e.g. Apex Tickets, Airline Tickets) may not be changeable after a reservation has been made and any alteration request could incur a cancellation charge of up to 100% of that part of the arrangements.**

Period before departure within which notice of cancellation is received by us in writing. Percentage of total booking price **	Percentage of total booking price**
More than 70 days	Loss of deposit
57-70 days	30%
29-56 days	50%
15-28 days	60%
07-14 days	90%
Less than 7 days	100%
<i>** Where the standard deposit is increased to secure specific facilities or extras, which are non-refundable in whole or part, then the scale of cancellation charges will be based on the percentage of the cost of all other arrangements, or loss of deposit, as applicable, and the non-refundable charges will be added to that cancellation charge to give the total charge.</i>	

15. If You Have A Complaint.

If you have a problem during your holiday, please inform the relevant supplier (e.g. your hotelier) and our resort representative immediately who will endeavour to put things right. If your complaint is not resolved locally, please follow this up within 28 days of your return home by writing to our Customer Services Department at the address on your confirmation invoice giving your booking reference and all other relevant information. Please keep your letter concise and to the point. This will assist us to quickly identify your concerns and speed up our response to you.

It is a requirement that you communicate any complaint to the supplier of the services in question as well as to our representative or Falcon and Sachz Ltd without delay, and complete a report form whilst in resort.

If you fail to follow this simple procedure we will have been deprived of the opportunity to investigate and rectify your complaint whilst you were in resort and this will affect your rights under this contract.

16. Behavior.

When you book a Holiday with Falcon and Sachz Ltd, you accept responsibility for the proper conduct for yourself and your party whilst on Holiday. If we or any other person in authority is of the reasonable opinion that you or any member of your party is behaving in such a way as to cause or be likely to cause danger or upset to any other person or damage to property, we will be entitled to terminate the holiday of the person(s) concerned. The person(s) concerned will be required to leave the accommodation or other service and we will have no further responsibility to them including any return travel arrangements. No refunds will be made and we will not pay any expenses or costs incurred as a result of the termination. You will be responsible for making full payment for any damage or loss caused by you or any member of your party during your time away. Payment must be paid direct at the time to the service supplier concerned failing which, you will be responsible for meeting any claims subsequently made against us (together with our own and the other party’s full legal costs) as a result of your actions.

17. Our Liability to You.

(a) The contractual terms of the companies that provides the transportation for your travel arrangements. These terms are incorporated into this contract; and

(b) Any relevant international convention, for example the Montreal Convention in respect of travel by air, the Athens Convention in respect of travel by sea, the Berne Convention in respect of travel by rail and the Paris Convention in respect of the provision of accommodation, which limit the amount of compensation that you can claim for death, injury, delay to passengers and loss, damage and delay to luggage. We are to be regarded as having all benefit of any limitation of compensation contained in these or any conventions.

If the contract we have with you is not performed or is improperly performed by us or our suppliers we will pay you appropriate compensation if this has affected the enjoyment of your travel arrangements. However we will not be liable where any failure in the performance of the contract is due to: you; or a third party unconnected with the provision of the travel arrangements and where the failure is unforeseeable or unavoidable; or unusual and unforeseeable circumstances beyond our control, the

consequences of which could not have been avoided even if all due care had been exercised; or an event which we or our suppliers, even with all due care, could not foresee or forestall.

18. Our liability will also be limited in accordance with and/or in an identical manner to:

- a) In respect of Packages. We promise that your Holiday arrangements will be made, performed or provided with reasonable skill and care. This means that we will accept responsibility if, for example, you suffer death or personal injury or your contracted arrangements are not provided as promised or prove deficient as a result of the failure of ourselves, our employees, agents or suppliers to use reasonable skill and care in making, performing or providing your arrangements. Further, we will be responsible for what our employees, agents and suppliers do or do not do if they were at the time acting within the course of their employment or carrying out work we had asked them to do.
- b) In respect of other arrangements we promise to use reasonable skill and care in the performance of our contractual obligations, subject to and in accordance with these Booking Conditions. Our contractual obligations consist of using our reasonable skill and care in making your booking and arranging your accommodation/car hire/ flight, as well as using our reasonable skill and care in choosing our suppliers.
- c) In respect of Packages and other arrangements We will not be responsible for any injury, illness, death, loss, damage, expense, cost or other claim of any description whatsoever which results from: The act(s) and/or omission(s) of the person(s) affected or any member(s) of their party or The act(s) and/or omission(s) of a third party not connected with the provision of your arrangements and which were unforeseeable or unavoidable or 'Force Majeure' as defined above.
- d) Except as specifically set out in these conditions, we will not accept any further or different liability than the Package Travel, Package Tours and Package Holidays Regulations impose. It is your responsibility to show that reasonable skill and care has not been used if you wish to make a claim against us.
- e) We limit the maximum amount we may have to pay you for any claims you may make against us. The maximum amount we will have to pay you where we are found liable for loss of and/or damage to any luggage or personal possessions (including money) is £50 per person affected unless a lower limitation applies to your claim under this clause. For all other claims which do not involve death or personal injury, the maximum amount we will have to pay you if we are found liable to you on any basis is three times the price (excluding insurance premiums and amendment charges) paid by or on behalf of the person(s) affected in total unless a lower limitation applies to your claim. This maximum amount will only be payable where everything has gone wrong and you have not received any benefit at all from your holiday.
- f) Where any claim or part of a claim (including those involving death or personal injury) concerns or is based on any travel arrangements (including the process of getting on and/or off the transport concerned) provided by any air, sea, rail or road carrier or any stay in a hotel, the maximum amount of compensation we will have to pay you will be limited. The most we will have to pay you for that claim or that part of a claim if we are found liable to you on any basis is the most the carrier or hotel keeper concerned would have to pay under the international convention or regulation which applies to the travel arrangements or hotel stay in question (for example, the Montreal Convention for international travel by air and/or for airlines with an operating licence granted by an EU country, the EU Regulation on Air Carrier Liability for national and international travel by air, the Athens convention for international travel by sea). Where a carrier or hotel would not be obliged to make any payment to you under the applicable International Convention or Regulation in respect of a claim or part of a claim, we will not be obliged to make a payment to you for that claim or part of the claim. When making any payment, we are entitled to deduct any money which you have received or are entitled to receive from the transport provider or hotelier for the complaint or claim in question. Copies of the applicable international conventions and regulations are available from us on request. In any circumstances in which the carrier is liable to you by virtue of the Denied Boarding Regulation 2004, any liability we may have to you under our contract with you, arising out of the same facts, is limited to the remedies provided under the Regulation as if (for this purpose only) we were a carrier; any sums you receive from the carrier will be deducted from any amount due from ourselves.
- g) Local Excursions/Activities/Events We will not accept responsibility for services or facilities which do not form part of our agreement or where they are not advertised in our brochure. For example any excursion you book whilst away, or any service or facility which your hotel or any other supplier agrees to provide for you. Excursions, tours, activities or other events that you may choose to book or pay for through our concierge service or whilst you are on holiday ("Local Events") are not part of your package holiday provided by us and these brochure terms and conditions do not apply. For any Local Event your contract will be with the supplier of that Local Event and not with us. We are not responsible for the provision of the Local Event or for anything that happens during the course of its provision by the supplier. Please note that this position also includes all hazardous activities.
- h) The services and facilities included in your holiday will be deemed to be provided with reasonable skill and care if they comply with any local regulations which apply, or, if there are no applicable local regulations, if they are reasonable when compared to the local standards in practice.

19. If You Change Your Booking.

If, after our confirmation invoice has been issued, you wish to change your travel arrangements in any way, for example your chosen departure date or accommodation, we will do our utmost to make these changes, but it may not always be possible. Any request for changes to be made must be from the 'lead name' on the booking or your Travel Agent. You will be asked to pay an administration charge of £45 per person and any further cost we incur in making this alteration.

You should be aware that these costs could increase the closer to the departure date that changes are made. Any further changes may be treated as a cancellation by you and result in cancellation charges being applied.

Note: Certain arrangements may not be amended after they have been confirmed and any alteration can or could incur a cancellation charge of up to 100% of that part of the arrangements or the trip. In some cases, any changes made may mean you having to pay for the cancelled arrangements and purchasing new ones at full cost. Certain travel arrangements, for example, Advance Purchase Excursion Fare or APEX, may not be changeable after a reservation has been made and any alteration request could incur a cancellation charge of up to 100% of that part of the arrangements.

20. If We Change or Cancel Your Holiday.

Falcon and Sachz Ltd tries never to cancel a client's holiday but, must reserve the right to do so. We also reserve our right to make any changes to the tour at any time. But we do plan the arrangements many months in advance. Occasionally, we may have to make changes and we reserve the right to do so at any time. Most of these changes will be minor and we will advise you or your travel agent of them at the earliest possible date. We also reserve the right in any circumstances to cancel your travel arrangements. For example, if the minimum number of clients required for a particular travel arrangement is not reached, we may have to cancel it. If we are unable to provide the booked travel arrangements, you can either have a refund of all monies paid or accept an offer of alternative travel arrangements of comparable standard from us, if available (we will refund any price difference if the alternative is of a lower value). If it is necessary to cancel your travel arrangements, we will pay to you compensation as set out in this clause. In accordance with EU Regulation 2111/2005 we are required to advise you of the actual carrier operating your flight/connecting flight/transfer. We do this by listing carriers to be used or likely to be used on our web site www.falconandsachz.com

Very rarely, we may be forced by Force Majeure to change or terminate your arrangements after departure. If this situation does occur, we regret we will be unable to make any refund (unless we obtain any from our suppliers), pay you compensation or meet any costs or expenses you incur as a result.

We will not be liable to pay any compensation if we are forced to cancel or in any way change your holiday as a result of situations outside our control which neither we nor our supplier could foresee or forestall even with all due care. For example, unavoidable technical problems with transport, war or threat of war, civil strife, industrial disputes, disease outbreak, natural disaster, bad weather and terrorist activity.

Any changes to the actual airline after you have received your tickets will be notified to you as soon as possible and in all cases at check-in or at the boarding gate. Such a change is deemed to be a minor change. Other examples of minor changes include alteration of your outward/return flights by less than 12 hours, changes to aircraft type, change of accommodation to another of the same standard. If we make a major change to your holiday, we will inform you or your travel agent as soon as reasonably possible if there is time before your departure. You will have the choice of either accepting the change of arrangements, accepting an offer of alternative travel arrangements of comparable standard from us if available (we will refund any price difference if the alternative is of a lower value), or cancelling your booked holiday and receiving a full refund of all monies paid. In all cases, except where the major change arises due to reasons of force majeure, we will pay compensation as detailed below:

Compensation - These scales are based on how many days before your booked holiday departure date, we notify you of a major change.
 Period before departure when a major change is notified Compensation payable per adult (for children see below)

These scales are based on how many days before your booked holiday, departure date, we notify you of a major change.

Period before departure when a major change is notified	Compensation payable per adult (for children see below)
More than 70	£0.00
29-69 days	£25.00
15-28 days	£35.00
7-14 days	£40.00
Less than 7 days	£50.00
For Children	
29-84 days	£25.00
15-28 days	£35.00
7-14 days	£40.00
Less than 7 days	£50.00

21. Data protection/privacy

In order to process your booking and meet your requirements, we must pass your personal details on to the relevant suppliers of your travel arrangements. We would also like to hold your information (including any email address), where collected by us, for future marketing purposes. If you do not wish to receive such approaches in future, please inform us as soon as possible. For full details of our data protection and privacy policy, and an explanation of how your personal details will be used by us, please refer to our website at www.falconandsachz.com

22. WEBSITE AND BROCHURE DESCRIPTIONS

Every effort is made to ensure that the details, descriptions and prices contained on the Company’s website and brochures are correct, based on inspections, and information passed onto the Company by its suppliers. Please note that changes do occur, sometimes at short notice and therefore the Company will advise you at the time of booking, or if after booking as soon as possible of any such changes to our published information. It is not always possible for the Company to control all elements of the holiday whereby advertised facilities can sometimes become unavailable at short notice.

23. Special requests and medical problems

If you wish to make a special request, you must do so at the time of booking. We will try to pass any reasonable requests on to the relevant supplier but we cannot guarantee that requests will be met. The fact that a special request has been noted on your confirmation invoice or any other documentation or that it has been passed on to the supplier is not confirmation that the request will be met. Failure to meet any special request will not be a breach of contract on our part unless the request has been specifically confirmed. We are happy to advise and assist you in choosing a suitable holiday. As some of the accommodation and resorts featured may lack even the simplest facilities, such as ramps for wheelchairs, lifts etc, it is important that, when booking, you advise us of any disabilities and special requirements to make sure the holiday meets your specific needs. If we reasonably feel unable to properly accommodate the particular needs of the person(s) concerned, we will not confirm the booking or, if full details are not given at the time of booking, cancel when we become aware of these details

24. YOUR RESPONSIBILITIES

(a) Travel Advice: prior to making a booking you are advised to check the advice issued by the Foreign & Commonwealth Office on your preferred destination by visiting the website: www.fco.gov.uk or by calling the Foreign Office Travel Advice Unit on 0845 850 2829. If the Foreign Office advises that people should not visit a particular country we will act on this advice. US residents who are planning a holiday with the Company are advised to check the State Department list of nations under a travel warning on its website: http://travel.state.gov/travel/cis_pa_tw/tw/tw_1764.html The US State Department issues a travel warning when, based on all relevant information, it determines that Americans should avoid travel to or within a certain nation.

(b) Visas: At Confirmation we will advise you of the visa requirements applicable for British Citizens who hold a full British passport, however, please be aware that further changes could take place before you travel. It is your responsibility to check current requirements with the Embassy or Consulate in good time prior to your departure.

(c) Passports: British Citizens require a full 10 year British passport (valid for at least 6 months beyond the end of your holiday) for the holidays that we offer. Please note that requirements do change and you must check the up to date requirements in good time prior to travel. A full British passport presently takes approximately 2 to 6 weeks to obtain. All children should travel on full passports. If any member of your party doesn’t have a passport we recommend an application should be made at least 6 weeks prior to your holiday. The UK Passport Office has to confirm your identity before issuing your first passport and will require you to attend an interview in order to do this.

(d) Health: Recommendations for mandatory healthy requirements will be sent out to you at Confirmation, however, we are not medical experts and further changes may occur prior to your departure. It is your responsibility to ensure that you obtain proper and detailed medical advice from your Medical Practitioner (GP) or travel clinic. As some vaccinations require more than one visit you should visit your Medical Practitioner (GP) at least 8 weeks prior to departure. If you have any medical condition / disability that may affect your ability to enjoy and pursue fully your arrangements you must notify the Company.

(e) Travel Documents:

(i) it is important that you check all travel documents and tickets carefully to ensure that all details are correct and that the names correspond with your passport. Any errors must be reported to the Company as soon as possible. We cannot accept responsibility for incorrect details on your travel documents unless caused by our negligence.

(ii) It is your responsibility to ensure that all members of your party are in possession of all necessary travel and health documents and have all necessary health certificates prior to departure. All costs of obtaining such documentation or vaccinations and certificates must be paid by you. We regret that we cannot accept liability if you or any member of your party are refused entry onto any transport or into any country due to failure on your part to carry correct documentation or have correct vaccinations/ certificates. You are also responsible for ensuring that all members of your party have adequate travel insurance.

(f) Flight timings: It is your responsibility for checking-in for flights at the correct time and for presenting yourself to take up all pre-booked components of your holiday. The correct timings, using the 24 hour clock system, may have adjusted since you received your Confirmation Invoice. We cannot accept responsibility for clients missing flights as a result of late check-ins.