



ICELAND

JULY EDITION NOVEMBER 2019 - APRIL 2020

ADVENTURES IN THE LAND OF FIRE AND ICE

Featuring three, four and seven-night holidays in Reykjavik. Plus, all of our Iceland trips include a Golden Circle and a Northern Lights tour.

WE PUT 'U' IN THE MIDDLE

As the world's leading travel company, we're on a mission to help you 'discover your smile'. Here's how we're doing it...

PERSONAL SERVICE

Our global team of experts are here whenever you need us – you've got our high street TUI Stores in the UK, and our friendly reps in resort, along with the TUI Experience Centre and TUI app.

A DIFFERENT WAY TO HOLIDAY

There are so many options when it comes to travelling with us. We've got TUI Tours to everywhere from Japan to Uzbekistan, city breaks, mix-and-match Multi-Centre holidays, plus brand-new European TUI River Cruises.

HANDPICKED HOTELS

We whisk you away to resorts which we've designed from start to finish and hotels that we've carefully chosen, including family-friendly bases, romantic retreats, luxury options, and more.

BEST HOLIDAY AIRLINE

Fly from your local airport with our award-winning airline. Plus, thanks to our state-of-the-art 787 Dreamliners*, you can fly to lots of exotic destinations without any stopovers.

*Not available on all flights

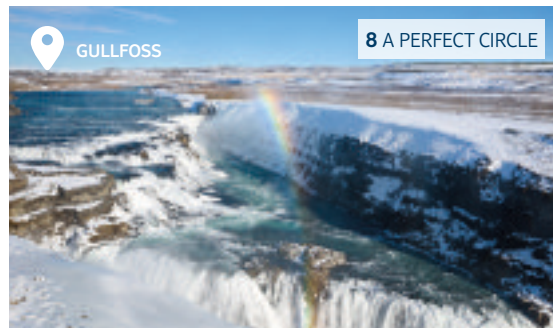
ALL INCLUSIVE MARELLA CRUISES

Everything's taken care of with Marella Cruises, which sail the shining seas to over 200 destinations around the world. We're talking flights, tips, service charges, drinks, meals and more.

BETTER HOLIDAYS, BETTER WORLD

We do our bit to protect the planet, by actively looking out for the environment, local people and wildlife in the places you love to visit – via our hotels, excursions, airline, cruise ships and the TUI Care Foundation.





WHAT'S NEW

With steaming springs, rumbling volcanoes, the Midnight Sun and the Northern Lights, **Iceland** is the stuff of fairy tales and Game of Thrones episodes. And it's easy to discover it all for yourself, on one of our three, four or seven-night itineraries.

Plus, you can now choose to visit Iceland in either **summer or winter** – because we've added a new summer holiday to our Iceland programme, which shines a spotlight on the **Midnight Sun**. You can book this new itinerary between July and September. It includes a **Golden Circle tour**, as well as a Midnight Sun visit to the coastal village of Akranes. Here, you'll see its impressive lighthouse late at night, all in what feels like daylight.

Jet over to Iceland on one of our **winter itineraries**, meanwhile, and you can look forward to a Golden Circle Tour and a **Northern Lights** trip. If it's looking clear, you'll head out on your first night to search the skies for the Aurora Borealis. And even if the lights don't show, you can have up to two repeat tours – it won't cost you a penny more. You'll also take a road trip through Thingvellir National Park on your Golden Circle Tour.

There are some great excursions to join on one of our Iceland holidays, too. And all of our itineraries include at least one free day to let you try as much as you can. Why not go **snowmobiling** across a glacier, or soak in the mystical **Blue Lagoon**? Alternatively, join a **whale watching** trip, or explore **Reykjavik** on a city tour.

This brochure gives you a small taste of what Iceland has to offer. We've more than doubled our range of Reykjavik hotels. And with flights from Gatwick and Manchester, you have more choice than ever before.

So have a flick through, and see what takes your fancy.

travel
aware
gov.uk/travelaware

TRAVEL AWARE
STAYING SAFE & HEALTHY ABROAD

THE FOREIGN & COMMONWEALTH OFFICE AND NATIONAL TRAVEL HEALTH NETWORK AND CENTRE HAVE UP-TO-DATE ADVICE ON STAYING SAFE AND HEALTHY ABROAD.

- For the latest travel advice from the Foreign & Commonwealth Office including security and local laws, plus passport and visa information check www.gov.uk/travelaware and follow @FCOtravel and Facebook.com/FCOtravel.
- More information is available by checking www.tui.co.uk/destinations/info/travel-aware.
- Keep informed of current travel health news by visiting www.travelhealthpro.org.uk.

The advice can change so check regularly for updates.



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CONTENTS

- 02 We put 'u' in the middle
- 04 Unique holiday experiences designed by TUI
- 06 10 things you never knew about Iceland
- 08 Golden Circle Tour
- 10 That's why foodies go to Iceland
- 12 Northern Lights Tour
- 14 Amazing Adventures
- 16 Ice, Camera, Action
- 18 Summer in Iceland
- 19 Winter in Iceland
- 20 Reykjavik

ESCAPE

Skuggi Hotel	22
Storm Hotel	22
Exeter Hotel	23
Klettur Hotel	23
Alda Hotel Reykjavik	24
Reykjavik Lights	24
Fosshotel Reykjavik	25
Fosshotel Baron	25
Centerhotel Midgardur	26
Centerhotel Arnarhvoll	26
Centerhotel Plaza	26
Cabin Hotel	27
Grand Hotel Reykjavik	27
Icelandair Hotel Reykjavik Natura	28
Icelandair Hotel Reykjavik Marina	28
Radisson Blu Saga Hotel	29
Island Hotel	29

INFORMATION

A-Z guide	30
Our agreement	34

July Edition. This may be superseded and replaced by a later edition. Always check with your travel agent to ensure that you have the most up to date brochure edition. Also see section 2 of Our Agreement with You and Yours with us for 'The Price You Pay'. This brochure was published in July 2019 and prices are valid from June 2019.

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UNIQUE HOLIDAY EXPERIENCES

DESIGNED FOR YOU

Everyone has their own idea of the perfect break. That's why we've tailored every aspect of these holidays – which are designed exclusively by TUI – so you can find something just right.



TUI SENSATORI

LUXURY HOLIDAYS
DESIGNED TO FUEL
THE SENSES

TUI SENSATORI is all about finding your balance in five-star surroundings. Every aspect is designed to fuel the senses, and leave you feeling relaxed and rejuvenated in equal measure.

- Luxurious resorts featuring family and adult zones
- Gourmet dining, with à la carte meals included
- Professionally produced shows
- Lots of ways to wind down, from spa treatments to swim-up rooms

Find out more at tui.co.uk/holidays/sensatori



TUI BLUE

EXPLORE THE MORE

TUI BLUE lets you experience the best of the destination you're in, among modern, high-quality surroundings.

- Authentic local cuisine and live cooking
- Tailor-made BLUEfit workout plans
- Modern technology and the BLUE app for service that suits you
- BLUE Guides with insider tips

Find out more at
tui.co.uk/holidays/tui-blue



ROBINSON

A NEW EXPERIENCE
EVERY DAY

These high-end, club-style resorts offer a full roster of both energising and relaxing sports and activities, and tasty yet nutritious dining, all served up by an attentive team of **ROBINS**.

- Scenic, standout locations
- Over 60 professional sports and activities
- Fresh, wholesome food
- Multi-talented, expert team

Find out more at
tui.co.uk/holidays/robinson-club



TUI FAMILY LIFE

FAMILY MOMENTS
TOGETHER

Each of these hotels is geared up to cater for every generation – from tots to grandparents – while also offering facilities where the whole family can create lasting memories.

- Spacious family rooms with all the essentials
- Meals made for sharing
- Activities and entertainment for everyone – day and night
- Thoughtful facilities for families with under-3s

Find out more at
tui.co.uk/holidays/family-life



TUI SENSIMAR

STYLISH HOLIDAYS
JUST FOR ADULTS

We've created this range exclusively for adults, whether you're a honeymooning couple, a mum-and-daughter duo, or a group of friends with a connection that spans a lifetime.

- Carefully selected, peaceful settings
- Soothing spa treatments
- Sophisticated dining
- Low-key bars with music

Find out more at
tui.co.uk/holidays/sensimar



TUI MAGIC LIFE

TAKING ALL INCLUSIVE
TO THE NEXT LEVEL

TUI MAGIC LIFE pushes All Inclusive to the max. Drinks and snacks are available 24/7, alongside a host of activities at no extra cost. The teams are guaranteed to make your holiday memorable, too.

- All Inclusive around the clock
- Packed sports and activities programme, with watersports included, too
- Parties, DJ-led nightspots and local acts
- Beachfront clubs

Find out more at
tui.co.uk/holidays/magic-life



AS YOU LIKE IT

RIU started life as one family-run hotel in the Fifties, and seamless personal service is still at the forefront of what they do – whether it's at a family-friendly Fun4All hotel or an extravagant Riu Palace.

- Customer service with a personal touch
- Prime locations
- Range of entertainment
- Around-the-world cuisine

Find out more at
tui.co.uk/holidays/riu

10 THINGS YOU NEVER KNEW ABOUT ICELAND...



1 BEER WAS BANNED UNTIL 1 MARCH 1989.

We know – it's difficult to imagine a place where the amber nectar is strictly off-limits. But that's exactly what it was in Iceland until 1989. Notoriously progressive Iceland introduced prohibition a century ago, and, while wine and spirits crept back onto shelves, anti-Danish feeling and fear of abuse meant full-strength beer remained something of a forbidden fruit. Naturally, 1 March 1989 was a pretty low-key affair...

3 THERE'S NO MCDONALD'S.

In the midst of the economic crisis, high import costs and a dwindling appetite for Big Macs and nuggets led the burger franchise to pack up and leave the island for good. The last burger was sold on 31 October 2009 and, bizarrely, can still be found on display today – it's slowly rotting away at a hostel in Reykjavik.



4 MANY ICELANDERS BELIEVE IN ELVES.

Elves – mythological creatures that exist only in folklore and JRR Tolkien novels, right? Not according to many Icelanders. Huldafólk – or 'hidden people' – elves that live in rock formations, are widely believed to exist. In fact, there have been instances where building plans have been changed out of respect for potential subterranean elf-life!

5 CHRISTMAS BRINGS THE YULE LADS – NOT SANTA CLAUS.

In Iceland Santa Claus and Rudolf are out, and it's in with Spoon-licker and Sausage-swiper. Yep, the Yule Lads, 13 mischievous characters from Icelandic folklore, have replaced traditional Saint Nick. During the countdown to Christmas, the Lads leave rewards or punishments in shoes left by children's window sills, depending on their behaviour... Mmm, rotten potatoes.



2 IT'S NOT ALWAYS COLD.

Despite its name, Iceland isn't always frosty. The average summer temperature hovers around 13°C, but the mercury can rise as high as a balmy 26°C. Winters are a lot chillier, though – temperatures regularly drop below zero.





6 OUR ICELAND PACKAGES INCLUDE MORE THAN YOU MIGHT EXPECT.

If you book a three, four or seven-night break with us, you'll get the usual flights, transfers and accommodation, plus a whole lot more. On our winter itineraries, we'll chuck in a Northern Lights Evening Tour on your first day. And on our summer holidays, you'll experience the Midnight Sun on arrival, by heading to alighthouse at night, when it's still clear-as-day. Plus, both itineraries include a Golden Circle tour that ticks off hot springs and the majestic Gullfoss waterfall.



7 ICELANDIC HORSES ARE TINY BUT THEY'RE HORSES, NOT PONIES.

The Icelandic horse is something of a marvel. Rarely measuring taller than 13 hands, its dinky size often leads to the belief it's a pony. Wrong. Despite its minuscule proportions, it is in fact a horse. There's not even a word for pony in Icelandic.



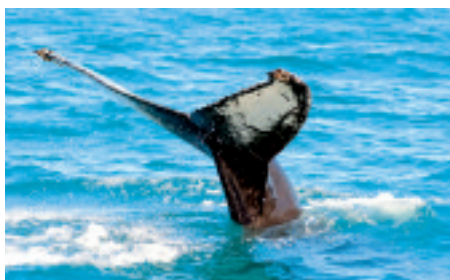
8 YOU CAN GET MARRIED ON TOP OF THAT VOLCANO.

Iceland's dramatic scenery makes it a pretty impressive place to tie the knot. Why not say your vows in Thingvellir National Park, next to the biggest lake on the island? Or, opt for the Blue Lagoon, and say 'I do' next to the toasty 37-degree geothermal waters? If you really want to feel on top of the world, head up to the summit of Eyjafjallajökull, for a truly unforgettable big day.

9 THE THREE COLOURS OF THE NATIONAL FLAG REPRESENT THE ISLAND'S NATURAL ELEMENTS.



It's a good-looking flag anyway, but its design is not without significance. Red represents the heat of the island's volcanic fires, white is for the snow and ice fields, while blue resembles the mountains. And the cross is for Christianity – the country's main religion. Makes sense.



10 IT'S THE PERFECT PLACE TO GLIMPSE WHALES IN THEIR NATURAL HABITAT.

The small fishing town of Húsavík, on the northern coast of Iceland, is the whale watching capital of Europe. But Reykjavik's a great launch-site for marine life spotting, too. Minke, humpback and blue whales are all frequent visitors to the region. Check out our whale-watching tours at excursion.tui.co.uk.



INTERVIEW WITH A LOCAL...

Icelander-turned-Londoner, Thura, tells us why her native country is so brilliant...

What do you love most about Iceland?

Nature is on your doorstep. You can climb a mountain after work, because why not? I love the long summer nights, too. If you go outside at 1am, it'll feel like 8pm. Also, mineral water comes straight from the tap here. It tastes so good!

What's the first thing you do when you visit home?

While I'm waiting for my bag to arrive at the airport, I buy some Thrístur candy. This chocolate-covered liquorice is such an Icelandic thing. I like swimming when I'm home, too, especially in winter. You can swim for a while, then catch up on local gossip in the hot tub.

Which Icelandic meal do you miss most?

Icelandic lamb – it's delicious. At Christmas we have smoked lamb, called hangikjot. It's served with potatoes, green beans and laufabraud, which is like a flavourless poppadum. The combination of salty meat and plain sides is really tasty.

Have you seen the Northern Lights?

The most dramatic display I've seen was late at night, when I was a teenager. My dad called me outside, where snow covered the ground and it was at least -10 degrees. The Northern Lights were bright green and dancing. It was amazing. I stared for so long that my neck started hurting. The night was so quiet – I felt like I could hear the Lights crackling in the sky.

What's your favourite Icelandic word?

'Hinndaginn'. It means 'the day after tomorrow'. I like how casual it sounds. I've always thought how funny it would be if the disaster movie 'The Day After Tomorrow' was called 'Hinndaginn' instead.

A PERFECT CIRCLE

Iceland's most exciting road trip puts national parks, waterfalls and geysers in the palm of your hand...

THINGVELLIR NATIONAL PARK

This World Heritage Site spans the border between the North American and European tectonic plates, which are moving by two centimetres a year. You'll stop off at Almannagja, one of the few places in the world you can walk inside a ridge zone. There's also a viewing platform which offers up a panoramic look at Iceland's biggest lake.

GULLFOSS

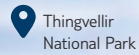
This is Iceland's answer to Niagara Falls. From a distance, the misty spray coming off the falls acts as a curtain, concealing what's beneath. As you get closer, everything comes into focus. The sight of the glacial water tumbling down a natural staircase and into a deep canyon is mesmerising. Keep your fingers crossed for sunshine and blue skies – the best conditions for catching a glimpse of one of the waterfall's famous rainbows.

GEYSIR

Geysir, which first erupted back in the 14th century, is the geyser all others take their name from. It's been dormant for decades, but plenty of action still takes place at neighbouring Strokkur, which erupts to heights of 30 metres every eight minutes or so. You'll need to press your camera shutter button at exactly the right moment to get the perfect shot – the blast of water shoots up from the ground so quickly that you can blink and miss it.

DAY-LONG GOLDEN CIRCLE TRIP INCLUDED IN YOUR HOLIDAY

Your Golden Circle tour will take place on the second day of your holiday, whether you visit in summer or winter. The 300-kilometre circuit will take a day to navigate. We'll pick you up from your hotel and throw in a free lunch.



GEYSIR AREA GULLFOSS
THINGVELLIR NATIONAL PARK
REYKJAVÍK

THAT'S WHY FOODIES GO TO ICELAND

Reykjavik's culinary scene is heating up faster than its geothermal pools. **Emma Hunt** explains why Iceland is the new jewel in the crown for the Nordic food scene...

A country where fermented shark is a delicacy is not usually a place associated with haute cuisine. But that's all set to change as Iceland's capital is fast becoming the travelling foodie's must-go destination.

The Nordic countries have long been top of the list for those keen to explore more than just the sights on offer, thanks to their experimental kitchen techniques. And as the trend for food tourism grows, with over 50 per cent of tourists now seeking out destinations based on their artisanal offerings, Reykjavik's the perfect place to start.

Icelanders have always been imaginative in the kitchen. The island is essentially an arctic wasteland, and its inhabitants have long been reliant on greenhouses to grow produce and geothermal energy to provide heat for cooking. Traditionally, ancestors had to forage for food and make do with fermented fish and vegetables for breakfast, lunch and dinner, 365 days a year.

Over the past five years, this back to basics, hunter-gatherer approach has been ushered into the modern Reykjavik dining scene. A city compact enough to explore by foot, Reykjavik

packs a punch when it comes to edible offerings – with everything from horse – it's delicious, honest – to puffin. Yes, really. It's one of the few places in the world not to have a McDonald's and it more than makes up for it with its unique gastronomical cuisine.

See how many of these foodie favourites you can tick off on your next trip to Reykjavik...

BREAKFAST AND BRUNCH

Grái Kötturinn aka 'The Grey Cat' serves up brunch favourites like eggs, pancakes and bagels alongside great coffee in a cosy bookshop-cum-café. The perfect place to sit back, relax and read the entertainment listings newspaper, Grapevine, and decide on the day's plan.

Coffee is done properly in Reykjavik as Icelanders take their caffeine fix very seriously. So ditch your brew and team an espresso with a delicious whipped cream and jam smothered waffle at Mokka-Kaffi, where the space doubles as a hip art gallery.





LUNCH AND LIGHT BITES

Kolaportið flea market is a vintage - and food-lover's heaven. Open weekends, 11am to 5pm, it's awash with stalls selling traditional Icelandic ingredients and snacks, ideal for lunch on the go.

Most tourist attractions, while fabulous, don't offer a menu at reasonable prices to match. But Lava rips up the rule book. After a relaxing soak at the famous Blue Lagoon, a series of natural geothermal pools about 45 minutes from Reykjavik, throw on your robe and head up for the sumptuous buffet lunch in the summer, and an à la carte menu in the winter months with out-of-this-world views of the steaming milky pools below.

After a few drinks, join the inevitable queue at Bæjarins Beztu for a juicy pylsur – that's a hotdog to you and me. Best served 'eina með öllu' – that's 'with all the trimmings' – including fried onions, remoulade, mustard and ketchup for a bargainous £2.34. An Icelandic staple, the unassuming cart opened in 1937, and it's estimated that over 70 per cent of the country's population have eaten here.

DINNER

If you're a fan of burgers – who isn't? – you've come to the right place. Kex Hostel's Sæmundur gastro pub serves up juicy free-range Icelandic beef patties from its hipster premises in a converted biscuit factory. The Big Lebowski serves them up alongside a list of lip-smacking sides and over 30 dreamy milkshake variations.

For a burger with a difference, head to Grillmarkaðurinn for the mini-sliders sampler menu featuring puffin and lobster. This fancy Michelin-starred dining spot also serves up the tenderest steak we've ever tried – albeit horse, not beef – in uber-swish surroundings.

If you fancy splashing out, there's no better place than Dill. Opt for the mouth-watering menu full of foraged, local ingredients such as Arctic char with pickled vegetables and baked beetroot for the full Icelandic gastronomic experience.

SPECIALITIES

It's all about immersing yourself in the local culture when travelling, right? Take a break from the hotel buffet and sample all the local delicacies in bite-sized portions. At Tapas barinn, the tapas-style menu lets you sample seven courses including puffin, whale and traditional skyr yoghurt for dessert for just £44.

And if you're feeling really brave try Hákarl – fermented shark – at Café Loki, washed down with a shot of Brennivín, a local aniseed-infused spirit.

AND TO DRINK...

Beer was illegal in Iceland until 1989 – so it only seems right to make up for it with a hop-tastic bar crawl. The main strip of Laugavegur is awash with coffee shops, bars and restaurants – perfect for refuelling after all that walking. Check out hipster havens Kaldi Bar and Micro Bar – the latter of the two's next to our very own CenterHotel Plaza. It's a funky craft brewery offering flights of beers from Iceland and beyond.



For something a bit more special, head to Slippbarinn in the Icelandair Hotel Reykjavik Marina where cocktails are the order of the day.

Bar Apotek, a former apothecary, sees award-winning 'pharmacists' serve up imaginative tipples. Meanwhile, on the top floor of the CenterHotel Arnarhvoll, the SKY Restaurant & Bar deals in cool cocktails inspired by the panoramic mountain views.

Alcohol prices can be high in Iceland but most bars offer happy hour discounts. Download the Appy Hour app to find out where the best deals are.

THE GREATEST SHOW ON EARTH

The Northern Lights are a pretty elusive beast. To maximise your chances of catching (and capturing) a glimpse, check out these expert hints and tips...

HOW TO SPOT THEM

The Northern Lights can be seen from late August to the middle of April. Your best chances are between October and March, though – when Iceland snuggles under long, dark nights.

Head out of the city. Your chances of seeing the lights skyrocket as soon as you hit the outskirts of Reykjavik.

Don't worry too much about the weather forecast. The weather in Iceland's pretty unpredictable, so even if snow clouds are looming, you could be treated to clear skies. The Northern Lights are created by atmospheric gases colliding with charged particles from the sun – and the colours are pretty eye-popping. The most common colour is green, but you might also see the lights in ruby-red, periwinkle-blue, dandelion-yellow and lipstick-pink.

HOW TO SHOOT THEM

If you want to photograph the Aurora Borealis, you need to be able to adjust your camera to take photos in the dark. The auto setting will often struggle to get usable results, so you'll need to have more control of the settings using manual focus, ISO and shutter speeds.

To capture the lights you'll need a slow shutter speed – at least a few seconds – plus a tripod or steady surface. Set your ISO to 800. For a clear exposure, ensure you're away from any street lights or light pollution. Manually set your focus to infinity and your white balance to daylight.

DSLR users should remove lens filters – interference between them and the particular green colour waves in the Aurora Borealis can cause concentric rings to appear on your final image.

WATCH

Take a look at our incredible
northern lights video on



search 'TUIUK'

JUST SO YOU KNOW...

All our Iceland winter packages include a Northern Lights Tour, which is scheduled for the evening you arrive. But since the Lights are a natural phenomenon, their appearance cannot be guaranteed. If the tour is cancelled due to adverse weather, or the Lights don't show, it will run again on the second and, if necessary, on the third night. We aim to send you on the tour at least once during your holiday, but this may not always be possible.



Northern Lights
tour **included in**
your holiday

AMAZING ADVENTURES

Holidays to Iceland are all about the great outdoors. Here are some of the best ways to explore the extraordinary landscape...

SNOW MUCH FUN

Snowmobiling is a pretty big deal in Iceland. And what better way to see the dramatic landscape? Get your adrenaline fix with a speedy snowmobile ride across the ice.

In the winter months, there's a healthy coating of white powder on the ground, so you can zoom through the snow faster than you can say 'Eyjafjallajökull'. Most snowmobiles seat two people, so you can take control up front, or sit in the passenger seat and enjoy the spectacular views.

Prices from
£206
per adult





ICE, ICE BABY

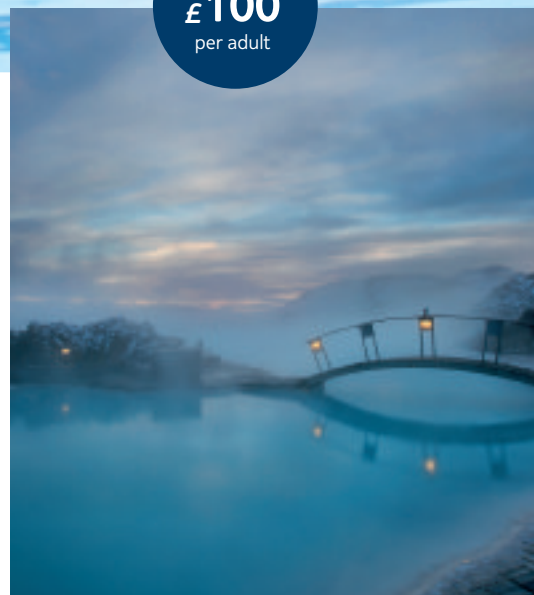
This tour really puts the ice in Iceland. Langjökull is the country's second biggest glacier at a whopping 950 square kilometres. It's also one of the few places in the world that lets you encounter a glacier from the inside. You can explore the manmade, horseshoe-shaped tunnels that lie under the thick layers of glistening, blue-tinted ice.

There's even a huge crevasse decorated with icicles, as well as LED-lit chambers for taking one-of-a-kind holiday snaps. After dinner, you'll head back into Reykjavik. If you're holidaying during the winter, be sure to keep your eyes peeled for the elusive Northern Lights, as they might make an appearance.

Prices from
£249
per adult



Prices from
£100
per adult



INTO THE BLUE

Iceland's famous geothermal lagoon (think: giant hot tub) is nestled in the heart of the countryside, among lava fields that wouldn't look out of place on the moon.

The water is extracted from 2,000 metres underground. On its way to the earth's surface, it picks up silica, algae and minerals, which give it its milky blue tinge. The Blue Lagoon experience starts the minute you walk through the doors to reception. You're given a fluffy towel and a clever wristband, which acts as an electronic locker key and an in-water credit card – perfect for the swim-up bar.

When you emerge into the icy air, the steaming water practically begs you to enter. Around the edge, you'll find stations handing out silica mud for DIY facials. And there's more. Next to the lagoon, you'll find a massage waterfall and a sauna.

But for all the frills, the biggest thrill of the Blue Lagoon comes from the simple act of bathing in irresistibly warm waters when the outside temperature is the wrong side of zero. Only in Iceland.



ICE, CAMERA, ACTION!

With its dramatic landscapes and mystical beauty, it's easy to see why Iceland is hired by Hollywood. The country's film-famous glaciers, mountains and waterfalls have replicated all kinds of places, from Nepal to unknown planets and fantasy lands. Who needs CGI?

📍 JÖKULSÁRLÓN

This vast glacial lake just screams 'Film me!' Floating blue ice? Check. Mountains on the horizon? Yes. Colourful sunsets? Of course. Brushing the edge of Vatnajökull glacier, this winter wonderland is a cameraman's dream. Jökulsárlón impersonates frosty Siberia in *Lara Croft: Tomb Raider*. Meanwhile, fans of 007 will recognise the lagoon from car chase scenes in *James Bond: Die Another Day*.



VATNAJÖKULL

One of the largest glaciers in Europe, Vatnajökull can be found in Skaftafell National Park. It'll take you four hours to drive there from Reykjavik, but it's well worth the journey. Christopher Nolan certainly thinks so – this huge ice cap features in two of his films. Vatnajökull stands in for Tibet in *Batman Begins*, when Bruce Wayne begins his combat training with Ra's al Ghul. More recently, these icy crevices were the backdrop for outer space scenes in futuristic thriller *Interstellar*.



DETTIFOSS

Dettifoss' cascading torrents earn it the title of Europe's most powerful waterfall. Standing next to the thundering rapids would make you feel incredibly small (and wet, unless you packed a raincoat.) This crashing waterfall is so impressive it's almost supernatural – which is probably why the opening scene of sci-fi film *Prometheus* was filmed here.



SKÓGAFOSS

You may be under the impression that the Himalaya scenes in *The Secret Life of Walter Mitty* were genuinely filmed there. Well, we hate to break it to you, but they weren't. Since Iceland is much nearer, Skógafoss stepped in as Nepal's double. This beautiful waterfall pours over tall cliffs in several strands, making the flowing water resemble wisps of hair. If you want to walk in Ben Stiller's footsteps, you'll find the falls en route from Reykjavik to Skaftafell National Park and it's a stop on our South Shore Tour excursion.

'GAME OF THRONES'

uses Iceland as a backdrop for some of its most chilling scenes.



WILDLING CAMP

If you're feeling brave, walk through Wildling territory in the valleys of Thingvellir National Park. You might also know these green hills and rocky gorges from Arya's travels across the Seven Kingdoms in series four. Our Golden Circle Tour includes some time in the park, but wrap up warm – winter is coming.



BEYOND THE WALL

Skaftafell National Park is used to film the treacherous lands beyond the Wall. You can follow in the footsteps of the Night's Watch, as you explore sloping mountains, glacial lakes and sweeping snow. Hopefully you won't bump into any White Walkers while you're there...



JON SNOW'S CAVE

Tucked away in the northeast of Iceland, you'll find the other-worldly lava cave of Grjotagja. It might be a long drive from Reykjavik, but for hard-core fans, this place is a must-see. Because it's not just any old cave – it's that cave. With its thermal spring waters, this secluded spot is great for bathing or a romantic swim, as Jon Snow and Ygritte can verify...

DID YOU KNOW?

You'll also find 'Dragonglass' in Iceland. Obsidian, or volcanic glass, is used on the *GoT* set to mimic this precious weapon.



SUMMER IN ICELAND

Our summer itinerary's available to book between **July and September**. It includes a Golden Circle tour – ticking off a geyser, waterfall and national park – and a Midnight Sun Tour of Akranes.



DAY 1

Today, you'll arrive and dive right into a Midnight Sun Tour. Because of its location in the Arctic Circle, Iceland gets daylight for up to 24 hours a day between mid-May and mid-August. You'll be picked up at 9pm and driven to Akranes, a 45-minute drive north of Reykjavik. The old lighthouse here is a magnet for keen photographers. This tour is between three and four hours long – so you'll have plenty of time to experience daylight at night-time.



DAY 2

Discover the sights of the Golden Circle on your second day. This 300-kilometre circuit takes a whole day to navigate, so we'll pick you up first thing. You can explore Thingvellir National Park, which spans the border between the North American and Eurasian tectonic plates. This World Heritage Site is also home to Iceland's largest lake. Your tour then takes you on to Gullfoss – a huge glacial waterfall – and an active geyser, Strokkur. Since you're out all day, your lunch will be included. We'll drop you back at your hotel by 4.30pm.



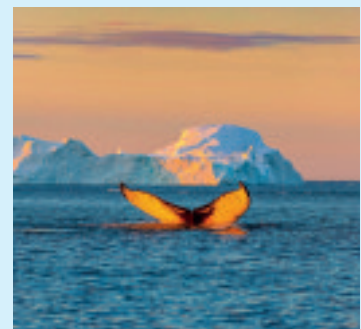
DAY 3

It's up to you how you spend your third day. Get to know Iceland further by booking some additional excursions and go snowmobiling, explore the inside of a glacier, or have a soak in the mystical Blue Lagoon. There are whale-watching trips, too.

DAY 4-7

If you've booked a four or seven-night stay in Iceland, you'll have even more time to explore. You could take an evening trip to the Blue Lagoon. There's also a Reykjavik escape room, and visits to a secret lagoon and a lava tunnel. Just so you know, some excursions are only available to book in resort.

**Please note: There are no Northern Lights hunts featured on the summer programme, due to round-the-clock daylight.*



WINTER IN ICELAND

Our winter holidays to the Land of Fire and Ice run between **November and March**, and include an excursion that takes you on a search for the elusive Northern Lights.



DAY 1

Once you've checked in to your hotel, you'll have some free time to stroll around Reykjavik. If you'd prefer someone to show you around this colourful capital, you can book onto our **Reykjavik City Tour**.

In the evening, you'll head out on the first of your two built-in excursions – a Northern Lights hunt. Make sure to check with your hotel reception at 6pm to see if the tour's operating, in case of bad weather. If it's going ahead, you'll be picked up from your hotel around 9pm, and whisked away from the city lights in search of this eye-widening phenomenon. It can sometimes take a few hours to track them down – but if you don't manage to see them, we'll reschedule your tour for another night, when there's a better chance*.

DAY 2

Today, we'll pick you up first thing for your second excursion, a full-day tour of the Golden Circle. You'll tick off Thingvellir National Park, the Gullfoss waterfall and a huge geyser site on this circuit. Lunch is included, and we'll drop you back at your hotel by 4.30pm.



DAY 3

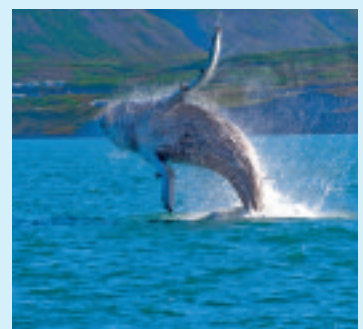
It's up to you how you spend your third day. Scout out Reykjavik's restaurants, microbreweries and quirky boutiques, or book an extra excursion to see more of Iceland. There are

plenty of exciting options – whether you want to walk inside a glacier, step foot on a black-sand beach, or sink into the **Blue Lagoon**.

DAY 4-7

If you've booked a four or seven-night stay, you can fit in even more excursions, like whale-watching or trips to the so-called secret lagoon. Or, you can spend your time getting to know Reykjavik a little better. It was ranked second in TripAdvisor's Most Excellent Cities in the World list, after all.

**Just so you know, we can't guarantee sightings of the Northern Lights, as they're a natural phenomenon.*



REYKJAVIK

Iceland's capital juggles colourful architecture with trendy nightspots, and it's the perfect jumping-off point for seeing the country's smorgasbord of natural wonders.



4



HOURS OF SUNLIGHT
A DAY IN DECEMBER
AND JANUARY



TIME
ZONE:
GMT



POPULATION:
122,000

LOCAL
LINGO

Hello:

Halló

Thank you:

Þakka þér



FOOD

Ψ FISH STEW

Ψ SLOW-COOKED LAMB

Ψ HOTDOGS



BLUE LAGOON
6 MILLION LITRES
OF WATER
38 DEGREES

THE WORLD'S
MOST
NORTHERN
CAPITAL CITY
64°08'N
LATITUDE

TOP SIGHTS

- ♥ HALLGRÍMSKIRKJA CHURCH
- ♥ HARPA CONCERT HALL
- ♥ SUN VOYAGER SCULPTURE



NIGHTSPOTS
KAFFIBARINN
MICRO BAR
SLIPPBARINN



APPROXIMATE FLYING TIME: **3 HOURS**
AIRPORT: **KEFLAVIK**



DAY TRIPS

GOLDEN CIRCLE
BLUE LAGOON
WHALE AND PUFFIN WATCHING

SKUGGI HOTEL TTT

- ✓ 2 excursions included
- ✓ Modern design
- ✓ Spacious rooms

9.1 HOLIDAY OVERALL

9.2 ACCOMMODATION OVERALL

Customers rating out of 10. Nov 18 to Apr 19

TripAdvisor rating

BASED ON 2113 REVIEWS



BED & BREAKFAST



FREE Wi-Fi

Transfer time: 50 minutes by coach



PRICES FROM

THREE-NIGHT HOLIDAY

£619[†] pp

FOUR-NIGHT HOLIDAY

£645[†] pp

CHILD PRICES FROM

£489[†] pp

Adult prices based on a 3 night holiday for 2 Adults sharing a Double Room. **Board: Bed & Breakfast**

Season dates: 01 Nov 19 - 30 Apr 20

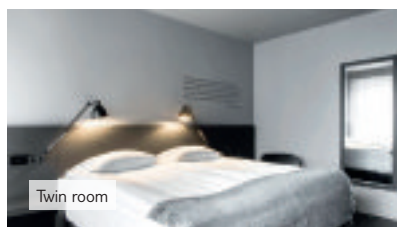
WHAT'S INCLUDED

All three and four-night holidays include:

■ Flights + transfers ■ Hotel stay ■ Day-long Golden Circle trip ■ Evening Northern Lights tour



FIND OUT MORE ABOUT THIS HOTEL OR BOOK ONLINE



Twin room

ROOM OVERVIEW

Twin rooms here come with 1 child bed or 1 extra bed if there's more than 2 of you staying. Single rooms are also available for solo travellers.

A SNAPSHOT

The Skuggi Hotel is in a great location. It's by one of the oldest streets in Reykjavik, and is just a short walk away from the main shopping district. The city's array of restaurants and bars are close by, too.

KEY FACILITIES

■ 1 restaurant ■ Free Wi-Fi in rooms

LOCATION

■ Close to the shopping area

ROOMS: 100 OFFICIAL RATING: ★★★

STORM HOTEL TTT

- ✓ 2 excursions included
- ✓ Central location
- ✓ Contemporary interiors

9.2 HOLIDAY OVERALL

9.2 ACCOMMODATION OVERALL

Customers rating out of 10. Nov 18 to Apr 19

TripAdvisor rating

BASED ON 1372 REVIEWS



BED & BREAKFAST



FREE Wi-Fi

Transfer time: 50 minutes by coach



PRICES FROM

THREE-NIGHT HOLIDAY

£645[†] pp

FOUR-NIGHT HOLIDAY

£645[†] pp

Adult prices based on a 3 night holiday for 2 Adults sharing a Double Room. **Board: Bed & Breakfast**

Season dates: 01 Nov 19 - 30 Apr 20

WHAT'S INCLUDED

All three and four-night holidays include:

■ Flights + transfers ■ Hotel stay ■ Day-long Golden Circle trip ■ Evening Northern Lights tour



FIND OUT MORE ABOUT THIS HOTEL OR BOOK ONLINE



Twin room

ROOM OVERVIEW

Rooms at the Storm Hotel have a Nordic feel running through them. Crisp white colours the walls, while the parquet floor and wood furniture are all turned out in a light pine finish. They each come with free Wi-Fi, a walk in shower and a 40" flatscreen TV.

A SNAPSHOT

This contemporary hotel's rooms are decked out in a classic Nordic style, with wooden floors and fresh, white walls.

KEY FACILITIES

■ 1 bar ■ 1 restaurant ■ Free Wi-Fi in public areas and rooms

LOCATION

■ Close to Laugavegur, the main shopping street in Reykjavik

ROOMS: 93 OFFICIAL RATING: ★★★

*Extra charge [†]Prices shown are a guide only and apply to selected departures. All prices can go up and down, please check price at time of booking. Prices will vary depending on occupancy. Flight supplements, room supplements and age restrictions may apply. See A-Z at the back of the brochure for more information on Prices and Supplements.



FIND
OUT MORE
ABOUT THIS
HOTEL OR
BOOK ONLINE

EXETER HOTEL TTTT

- ✓ New for 2018
- ✓ Central location
- ✓ 2 excursions included

8.8 HOLIDAY OVERALL

8.8 ACCOMMODATION OVERALL

Customers rating out of 10. Nov 18 to Apr 19

TripAdvisor rating

BASED ON 145 REVIEWS

41
BED &
BREAKFAST

FREE Wi-Fi

Transfer time: 60 minutes by coach



ROOM OVERVIEW

Rooms here include free Wi-Fi, a smart TV, a safe, minibar*, coffee machine and a hairdryer. There's a choice between a single and a double room.

A SNAPSHOT

This place is right across the road from the city's Old Harbour, and the futuristic Harpa Concert Hall's just around the corner. It only takes five minutes to reach the main street, Laugavegur, and you'll pass the city's most famous hot dog stall on the way.

KEY FACILITIES

■ 1 bar ■ 1 restaurant ■ Free Wi-Fi in rooms

LOCATION

■ By the old harbour ■ Close to Reykjavik City Hall, National Gallery of Iceland and Laugavegur shopping street

ROOMS: 106 OFFICIAL RATING: ★★★★★

PRICES FROM

THREE-NIGHT
HOLIDAY

£685[†] pp

FOUR-NIGHT
HOLIDAY

£729[†] pp

Adult prices based on a 3 night holiday for 2 Adults sharing a Double Room. Board: Bed & Breakfast

Season dates: 01 Nov 19 - 30 Apr 20

WHAT'S INCLUDED

All three and four-night holidays include:

■ Flights + transfers ■ Hotel stay ■ Day-long Golden Circle trip ■ Evening Northern Lights tour



FIND
OUT MORE
ABOUT THIS
HOTEL OR
BOOK ONLINE

KLETTUR HOTEL TTT

- ✓ 2 excursions included
- ✓ In-house bar
- ✓ Central location

9 HOLIDAY OVERALL

8.7 ACCOMMODATION OVERALL

Customers rating out of 10. Nov 18 to Apr 19

TripAdvisor rating

BASED ON 1976 REVIEWS

41
BED &
BREAKFAST

FREE Wi-Fi

Transfer time: 60 minutes by coach



Twin room

ROOM OVERVIEW

Twin and double rooms include free Wi-Fi, a TV, tea and coffee facilities, a mini-fridge, iron, ironing board and a hairdryer. Single rooms are also available too.

A SNAPSHOT

The Hotel Klettur is in a prime location near Reykjavik's bustling town centre, close to shops, restaurants and the picturesque harbour.

KEY FACILITIES

■ 1 bar ■ 1 restaurant ■ Free Wi-Fi in rooms and lobby

LOCATION

■ 1.5km to Reykjavik city centre ■ Close to the Hlemmur food court, Laugavegur shopping area and restaurants

ROOMS: 166 OFFICIAL RATING: ★★★

PRICES FROM

THREE-NIGHT
HOLIDAY

£605[†] pp

FOUR-NIGHT
HOLIDAY

£565[†] pp

CHILD PRICES
FROM
£605[†] pp

Adult prices based on a 3 night holiday for 2 Adults sharing a Double Room. Board: Bed & Breakfast

Season dates: 01 Nov 19 - 30 Apr 20

WHAT'S INCLUDED

All three and four-night holidays include:

■ Flights + transfers ■ Hotel stay ■ Day-long Golden Circle trip ■ Evening Northern Lights tour

*Extra charge [†]Prices shown are a guide only and apply to selected departures. All prices can go up and down, please check price at time of booking. Prices will vary depending on occupancy. Flight supplements, room supplements and age restrictions may apply. See A-Z at the back of the brochure for more information on Prices and Supplements.

ALDA HOTEL TTTT+

- ✓ 2 excursions included
- ✓ Cocktail bar
- ✓ Smartphone to use during stay

9 HOLIDAY OVERALL

9.5 ACCOMMODATION OVERALL

Customers rating out of 10. Nov 18 to Apr 19

TripAdvisor rating

BASED ON 1651 REVIEWS



BED & BREAKFAST



FREE Wi-Fi

Transfer time: 50 minutes by coach



PRICES FROM

THREE-NIGHT HOLIDAY

£669[†] pp

FOUR-NIGHT HOLIDAY

£705[†] pp

CHILD PRICES FROM

£475[†] pp

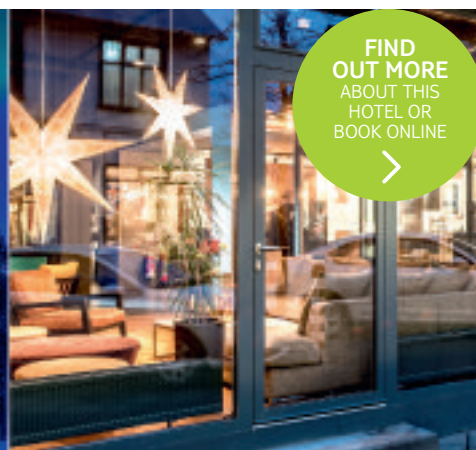
Adult prices based on a 3 night holiday for 2 Adults sharing a Double Room. **Board: Bed & Breakfast**

Season dates: 01 Nov 19 - 30 Apr 20

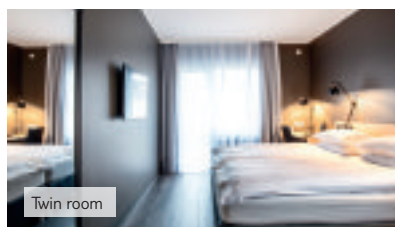
WHAT'S INCLUDED

All three and four-night holidays include:

- Flights + transfers ■ Hotel stay ■ Day-long Golden Circle trip ■ Evening Northern Lights tour



FIND OUT MORE ABOUT THIS HOTEL OR BOOK ONLINE



Twin room

ROOM OVERVIEW

Double rooms come with the essentials and deluxe double rooms have space for three. **One bedroom family rooms** are also available, they're more spacious and come with twin beds and a sofa-bed.

A SNAPSHOT

This place exudes style. Rooms in tones of grey are offset by contemporary lighting and brightly-coloured seats. The hotel is on Reykjavik's main street, Laugavegur, which means restaurants and bars are footsteps away.

KEY FACILITIES

- 1 bar ■ 1 restaurant ■ Free Wi-Fi zones ■ Fitness room

LOCATION

- On the main shopping street ■ 10-minute walk to Reykjavik Art Museum ■ 1km from Lake Tjörninn

ROOMS: 88 OFFICIAL RATING: ★★★★★

REYKJAVIK LIGHTS TTTT

- ✓ 2 excursions included
- ✓ Themed rooms
- ✓ On the edge of town

9 HOLIDAY OVERALL

8.9 ACCOMMODATION OVERALL

Customers rating out of 10. Nov 18 to Apr 19

TripAdvisor rating

BASED ON 1907 REVIEWS



BED & BREAKFAST

Transfer time: 60 minutes by coach

PRICES FROM

THREE-NIGHT HOLIDAY

£585[†] pp

FOUR-NIGHT HOLIDAY

£629[†] pp

Adult prices based on a 3 night holiday for 2 Adults sharing a Double Room. **Board: Bed & Breakfast**

Season dates: 01 Nov 19 - 30 Apr 20

WHAT'S INCLUDED

All three and four-night holidays include:

- Flights + transfers ■ Hotel stay ■ Day-long Golden Circle trip ■ Evening Northern Lights tour



FIND OUT MORE ABOUT THIS HOTEL OR BOOK ONLINE



Twin room

ROOM OVERVIEW

The rooms here are all finished with artwork giving them a local flavour. And each has a colour scheme inspired by the colour palette of the world-famous Northern Lights. There's single rooms available here. Or if there's more of you staying- you can opt for **1 child or 1 extra bed** in the **twin rooms**.

A SNAPSHOT

The Reykjavik Lights Hotel occupies a spot on the edge of town. It's about a half-hour walk into the centre of Reykjavik from here. Alternatively, you can catch the bus that stops just outside the property.

KEY FACILITIES

- 1 bar ■ 1 restaurant

LOCATION

- 4km to the centre of Reykjavik

ROOMS: 105 OFFICIAL RATING: ★★★

*Extra charge [†]Prices shown are a guide only and apply to selected departures. All prices can go up and down, please check price at time of booking. Prices will vary depending on occupancy. Flight supplements, room supplements and age restrictions may apply. See A-Z at the back of the brochure for more information on Prices and Supplements.



FOSSHOTEL REYKJAVIK **TTTT**

- ✓ 2 excursions included
- ✓ Close to Reykjavik's main street
- ✓ Fine dining restaurant

9.1 HOLIDAY OVERALL

9.3 ACCOMMODATION OVERALL

Customers rating out of 10. Nov 18 to Apr 19

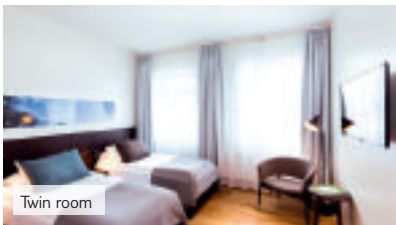
TripAdvisor rating

 BASED ON 2153 REVIEWS

BED & BREAKFAST

FREE Wi-Fi

Transfer time: 50 minutes by coach



Twin room

ROOM OVERVIEW

Superior double rooms and **twin rooms** can occupy 1–2 guests. Both room types feature a mini-fridge, a TV, a safety deposit box, tea or coffee-making facilities, and Wi-Fi. **Twin rooms** have either a bath or shower, meanwhile **superior double rooms** have a shower.

A SNAPSHOT

It only takes five minutes to walk from this hotel's front door to Laugavegur, Reykjavik's main artery. Ten minutes longer will land you in the centre of the city, and the shoreline's just a short stroll in the opposite direction.

KEY FACILITIES

■ 2 bars ■ 1 restaurant ■ Free Wi-Fi zones

LOCATION

■ Close to the coastal Sculpture Walk and Laugavegur shopping and restaurant street

ROOMS: 320 **OFFICIAL RATING:** ★★★★★

PRICES FROM

THREE-NIGHT HOLIDAY

£639[†] pp

FOUR-NIGHT HOLIDAY

£869[†] pp

Adult prices based on a 4 night holiday for 2 Adults sharing a Twin Room. **Board:** Bed & Breakfast

Season dates: 01 Nov 19 - 30 Apr 20

WHAT'S INCLUDED

All three and four-night holidays include:
 ■ Flights + transfers ■ Hotel stay ■ Day-long Golden Circle trip ■ Evening Northern Lights tour



FOSSHOTEL BARON **TTT**

- ✓ 2 excursions included
- ✓ Close to the seafront
- ✓ Central location

9 HOLIDAY OVERALL

8.2 ACCOMMODATION OVERALL

Customers rating out of 10. Nov 18 to Apr 19

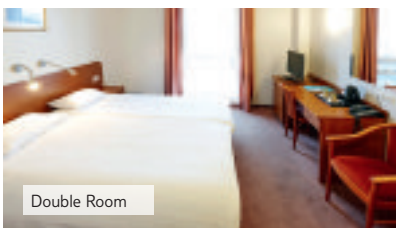
TripAdvisor rating

 BASED ON 2121 REVIEWS

BED & BREAKFAST

FREE Wi-Fi

Transfer time: 50 minutes by coach



Double Room

ROOM OVERVIEW

Double rooms here come with free Wi-Fi, TV, tea and coffee facilities and a shower.

A SNAPSHOT

The Fosshotel Baron is metres away from the waterfront, so you'll be greeted by views of the sea and the snow-capped mountains each time you step outside. You can book it on both our summer and winter itineraries.

KEY FACILITIES

■ 1 bar ■ 1 restaurant ■ Free Wi-Fi

LOCATION

■ Close to the sea front, harbour and shopping area

ROOMS: 120 **OFFICIAL RATING:** ★★★

PRICES FROM

THREE-NIGHT HOLIDAY

£575[†] pp

FOUR-NIGHT HOLIDAY

£555[†] pp

CHILD PRICES FROM
£479[†] pp

Adult prices based on a 3 night holiday for 2 Adults sharing a Double Room. **Board:** Bed & Breakfast

Season dates: 01 Nov 19 - 30 Apr 20

WHAT'S INCLUDED

All three and four-night holidays include:
 ■ Flights + transfers ■ Hotel stay ■ Day-long Golden Circle trip ■ Evening Northern Lights tour

*Extra charge [†]Prices shown are a guide only and apply to selected departures. All prices can go up and down, please check price at time of booking. Prices will vary depending on occupancy. Flight supplements, room supplements and age restrictions may apply. See A-Z at the back of the brochure for more information on Prices and Supplements.

CENTERHOTEL MIDGARDUR TTTT

- ✓ 2 excursions included
- ✓ On Reykjavik's main street

9.1 HOLIDAY OVERALL

9.3 ACCOMMODATION OVERALL

Customers rating out of 10. Nov 18 to Apr 19

TripAdvisor rating



BED & BREAKFAST



FREE Wi-Fi

Transfer time: 60 minutes by coach



FIND OUT MORE ABOUT THIS HOTEL OR BOOK ONLINE



PRICES FROM

THREE-NIGHT HOLIDAY
£675[†] PP

FOUR-NIGHT HOLIDAY
£919[†] PP

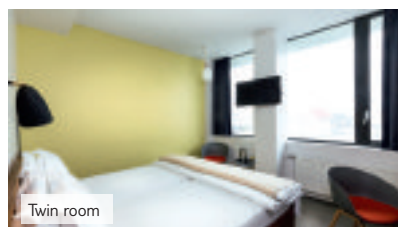
Adult prices based on a 3 night holiday for 2 Adults sharing a Double Room. Board: Bed & Breakfast

Season dates: 01 Nov 19 - 30 Apr 20

WHAT'S INCLUDED

All three and four-night holidays include:

- Flights + transfers ■ Hotel stay ■ Day-long Golden Circle trip ■ Evening Northern Lights tour



Twin room

ROOM OVERVIEW

All of these twin rooms come with essentials for a comfortable stay on your holiday.

A SNAPSHOT

This hotel is plumped along Laugavegur, a commercial street that acts as the heartline of vibrant Reykjavik. It means you've got the city's attractions, eateries, and nightspots right on your doorstep.

KEY FACILITIES

- 1 bar ■ 1 restaurant ■ Free Wi-Fi zones

LOCATION

- On the main shopping street in the city centre

ROOMS: 170 OFFICIAL RATING: ★★☆☆



FIND OUT MORE ABOUT THIS HOTEL OR BOOK ONLINE



CENTERHOTEL ARNARHVOLL TTTT

- ✓ 2 excursions included
- ✓ Views of Harpa concert hall
- ✓ Eighth-floor bar and restaurant

TripAdvisor rating



KEY FACILITIES

- 1 bar ■ 1 restaurant ■ Wellness area

LOCATION

- City centre, near Laugavegur, the main shopping street

TRANSFER TIME: 60 minutes by coach

PRICES FROM

THREE-NIGHT HOLIDAY
£665[†] PP

FOUR-NIGHT HOLIDAY
£689[†] PP

Adult prices based on a 3 night holiday for 2 Adults sharing a Twin Room. Board: Bed & Breakfast

Season dates: 01 Nov 19 - 30 Apr 20

WHAT'S INCLUDED

All three and four-night holidays include:

- Flights + transfers ■ Hotel stay ■ Day-long Golden Circle trip ■ Evening Northern Lights tour



FIND OUT MORE ABOUT THIS HOTEL OR BOOK ONLINE



CENTERHOTEL PLAZA TTT

- ✓ 2 excursions included
- ✓ Central location
- ✓ Surrounded by bars and cafes

TripAdvisor rating



KEY FACILITIES

- 1 bar ■ 1 restaurant ■ Free Wi-Fi

LOCATION

- In the centre of the old city ■ Close to the main shopping street

TRANSFER TIME: 50 minutes by coach

PRICES FROM

THREE-NIGHT HOLIDAY
£625[†] PP

FOUR-NIGHT HOLIDAY
£675[†] PP

Adult prices based on a 3 night holiday for 2 Adults sharing a Twin Room. Board: Bed & Breakfast

Season dates: 01 Nov 19 - 30 Apr 20

WHAT'S INCLUDED

All three and four-night holidays include:

- Flights + transfers ■ Hotel stay ■ Day-long Golden Circle trip ■ Evening Northern Lights tour

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FIND
OUT MORE
ABOUT THIS
HOTEL OR
BOOK ONLINE

HOTEL CABIN TTT

- ✓ 2 excursions included
- ✓ By the waterfront
- ✓ Central location

9 HOLIDAY OVERALL

8.4 ACCOMMODATION OVERALL

Customers rating out of 10. Nov 18 to Apr 19

TripAdvisor rating

BASED ON 2524 REVIEWS

41
BED &
BREAKFAST

FREE Wi-Fi

Transfer time: 50 minutes by coach



ROOM OVERVIEW

Twin rooms at the Hotel Cabin are all available for two people, and include a mini fridge, tea and coffee making facilities and a TV.

A SNAPSHOT

The Hotel Cabin is a 15-minute walk away from the museums, high-design boutiques and first-class restaurants in the centre of Reykjavik.

KEY FACILITIES

■ 1 bar ■ 1 restaurant ■ Free Wi-Fi

LOCATION

■ Close to the Kringlan shopping mall ■ A short bus ride or walk to the city centre.

ROOMS: 249 OFFICIAL RATING: ★★

PRICES FROM

THREE-NIGHT
HOLIDAY

£565[†] pp

FOUR-NIGHT
HOLIDAY

£655[†] pp

CHILD PRICES
FROM
£565[†] pp

Adult prices based on a 3 night holiday for 2 Adults sharing a Deluxe Twin Room. Board: Bed & Breakfast

Season dates: 01 Nov 19 - 30 Apr 20

WHAT'S INCLUDED

All three and four-night holidays include:

■ Flights + transfers ■ Hotel stay ■ Day-long Golden Circle trip ■ Evening Northern Lights tour



FIND
OUT MORE
ABOUT THIS
HOTEL OR
BOOK ONLINE

GRAND HOTEL REYKJAVIK TTTT

- ✓ 2 excursions included
- ✓ Next to Laugardalur Park
- ✓ Easy access to the city centre

9.2 HOLIDAY OVERALL

9 ACCOMMODATION OVERALL

Customers rating out of 10. Nov 18 to Apr 19

TripAdvisor rating

BASED ON 2133 REVIEWS

41
BED &
BREAKFAST

Transfer time: 60 minutes by coach



Twin room

ROOM OVERVIEW

You can expect the **twin rooms** here to have all your holiday basics covered.

A SNAPSHOT

This place occupies a spot on the outskirts of Reykjavik, and offers views of Mount Esja. The city centre is just a 25-minute walk away, while Laugardalur Park, with its geothermal pools, botanical gardens, and zoo, is practically next door.

KEY FACILITIES

■ 2 bars ■ 1 restaurant ■ Grand Restaurant* ■ Spa*

LOCATION

■ Close to the Laugardalslaug swimming pool complex - the largest in Iceland ■ 10 minutes' drive from the city centre ■ In a quiet area of the city ■ Free shuttle bus service in to Reykjavik centre three times a day

ROOMS: 311 OFFICIAL RATING: ★★★★★

PRICES FROM

THREE-NIGHT
HOLIDAY

£695[†] pp

FOUR-NIGHT
HOLIDAY

£709[†] pp

Adult prices based on a 3 night holiday for 2 Adults sharing a Superior Double Room. Board: Bed & Breakfast

Season dates: 01 Nov 19 - 30 Apr 20

WHAT'S INCLUDED

All three and four-night holidays include:

■ Flights + transfers ■ Hotel stay ■ Day-long Golden Circle trip ■ Evening Northern Lights tour

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ICELANDAIR HOTEL REYKJAVIK NATURA

TTTT

- ✓ 2 excursions included
- ✓ In-house bar and restaurant
- ✓ Modern design

8.7 HOLIDAY OVERALL

8.6 ACCOMMODATION OVERALL

Customers rating out of 10. Nov 18 to Apr 19

TripAdvisor rating



BASED ON 2625 REVIEWS



BED & BREAKFAST



FREE Wi-Fi

WE ALSO OFFER

- Half Board

Transfer time: 50 minutes by coach

PRICES FROM

THREE-NIGHT HOLIDAY

£675[†] pp

FOUR-NIGHT HOLIDAY

£705[†] pp

Adult prices based on a 3 night holiday for 2 Adults sharing a Twin Room. Board: **Bed & Breakfast**

Season dates: 01 Nov 19 - 30 Apr 20

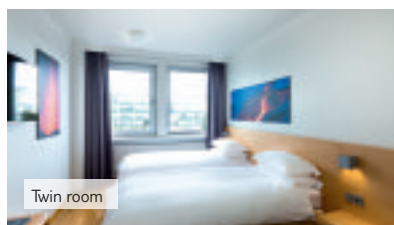
WHAT'S INCLUDED

All three and four-night holidays include:

- Flights + transfers
- Hotel stay
- Day-long Golden Circle trip
- Evening Northern Lights tour



FIND OUT MORE ABOUT THIS HOTEL OR BOOK ONLINE



Twin room

ROOM OVERVIEW

Rooms here come with features like a satellite TV, a shower and free Wi-Fi. **Twin** and **double rooms** have a simple, modern feel. Or upgrade to an **art twin room** which come with a queen-size bed or twin beds, and are themed around local artists, plus you'll have access to the Lounge between 5pm and 11pm with free soft drinks and free entry to the spa.

A SNAPSHOT

Icelandair Hotel Reykjavik Natura has secured a spot on the edge of town, overlooking Óskjuhlíð hill. It's a 20-minute walk from the centre of Reykjavik.

KEY FACILITIES

- 1 bar
- 1 restaurant
- Free Wi-Fi zones
- Soley Natura Spa*

LOCATION

- Close to the city centre

ROOMS: 220 OFFICIAL RATING: ★★★★★

ICELANDAIR HOTEL REYKJAVIK MARINA

TTTT

- ✓ 2 excursions included
- ✓ Unique interior design
- ✓ Popular cocktail bar

8.8 HOLIDAY OVERALL

8.3 ACCOMMODATION OVERALL

Customers rating out of 10. Nov 18 to Apr 19

TripAdvisor rating



BASED ON 2645 REVIEWS



BED & BREAKFAST



FREE Wi-Fi

WE ALSO OFFER

- Half Board

Transfer time: 50 minutes by coach

PRICES FROM

THREE-NIGHT HOLIDAY

£709[†] pp

FOUR-NIGHT HOLIDAY

£715[†] pp

CHILD PRICES FROM

£469[†] pp

Adult prices based on a 3 night holiday for 2 Adults sharing a Double Room. Board: **Bed & Breakfast**

Season dates: 01 Nov 19 - 30 Apr 20

WHAT'S INCLUDED

All three and four-night holidays include:

- Flights + transfers
- Hotel stay
- Day-long Golden Circle trip
- Evening Northern Lights tour



FIND OUT MORE ABOUT THIS HOTEL OR BOOK ONLINE



Double room

ROOM OVERVIEW

There's single and double rooms available here. Or if you'd prefer a bit more space- you can opt for a 1 **bedroom family room**.

A SNAPSHOT

A former paint factory, the Icelandair Hotel Reykjavik Marina offers a master class in design. There's a maritime theme throughout, reflecting the property's harbour-side position.

KEY FACILITIES

- 1 bar
- 1 restaurant
- Free Wi-Fi

LOCATION

- Close to the harbour

ROOMS: 138 OFFICIAL RATING: ★★★★★

*Extra charge [†]Prices shown are a guide only and apply to selected departures. All prices can go up and down, please check price at time of booking. Prices will vary depending on occupancy. Flight supplements, room supplements and age restrictions may apply. See A-Z at the back of the brochure for more information on Prices and Supplements.



FIND
OUT MORE
ABOUT THIS
HOTEL OR
BOOK ONLINE



RADISSON BLU SAGA HOTEL TTTT

- ✓ 2 excursions included
- ✓ Panoramic restaurant
- ✓ Central location

9 HOLIDAY OVERALL

8.3 ACCOMMODATION OVERALL

Customers rating out of 10. Nov 18 to Apr 19

TripAdvisor rating

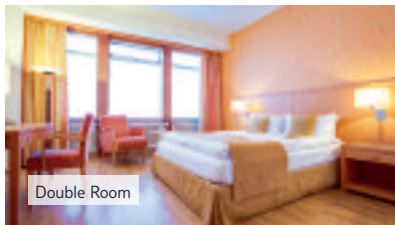


BED & BREAKFAST



FREE Wi-Fi

Transfer time: 70 minutes by coach



Double Room

ROOM OVERVIEW

The **double room** can occupy up to 2 guests, and it's fitted with a double bed. The bathroom will have either a shower or bath, plus complimentary toiletries and a hairdryer. There's also a mini-fridge, tea and coffee supplies, a safety deposit box, and high-speed Wi-Fi. Plus, all hotel guests have free access to the 24-hour gym.

A SNAPSHOT

This place is one of the bigger hotels in Reykjavik, setting up shop right in the capital's centre. A five-minute cab ride gets you to the bustling shopping streets and the Harpa Concert Hall, or it's 15 minutes on foot, if you fancy the walk.

KEY FACILITIES

■ 1 bar ■ 2 restaurants ■ Free Wi-Fi

LOCATION

■ 2km to Laugavegur shopping street ■ 500m to a geothermal swimming pool ■ 300m to the National Museum of Iceland

ROOMS: 235 **OFFICIAL RATING:** ★★★★★

PRICES FROM

THREE-NIGHT
HOLIDAY

£655[†] pp

FOUR-NIGHT
HOLIDAY

£669[†] pp

Adult prices based on a 3 night holiday for 2 Adults sharing a Double Room. **Board: Bed & Breakfast**

Season dates: 01 Nov 19 - 30 Apr 20

WHAT'S INCLUDED

All three and four-night holidays include:

■ Flights + transfers ■ Hotel stay ■ Day-long Golden Circle trip ■ Evening Northern Lights tour



FIND
OUT MORE
ABOUT THIS
HOTEL OR
BOOK ONLINE



HOTEL ISLAND TTTT

- ✓ 2 excursions included
- ✓ Mountain views
- ✓ Close to the city centre

8.6 HOLIDAY OVERALL

8.5 ACCOMMODATION OVERALL

Customers rating out of 10. Nov 18 to Apr 19

TripAdvisor rating



BED & BREAKFAST

Transfer time: 50 minutes by coach



ROOM OVERVIEW

Rooms here come with free Wi-Fi, satellite TV and a shower in the bathroom. Double rooms for two and Superior double rooms with space for 3 are available. Some of the rooms even come with views over the mountains surrounding Reykjavik.

A SNAPSHOT

The Hotel Island keeps things simple and stylish, with rooms blending classic wood panelling with bright streaks of yellow and burgundy. In the bar, it's stripped back to bare brick walls and understated black furniture.

KEY FACILITIES

■ 1 bar ■ 1 restaurant ■ Heilsa Spa*

LOCATION

■ 2km from city centre

ROOMS: 119 **OFFICIAL RATING:** ★★★★★

PRICES FROM

THREE-NIGHT
HOLIDAY

£615[†] pp

FOUR-NIGHT
HOLIDAY

£659[†] pp

Adult prices based on a 3 night holiday for 2 Adults sharing a Double Room. **Board: Bed & Breakfast**

Season dates: 01 Nov 19 - 30 Apr 20

WHAT'S INCLUDED

All three and four-night holidays include:

■ Flights + transfers ■ Hotel stay ■ Day-long Golden Circle trip ■ Evening Northern Lights tour

*Extra charge [†]Prices shown are a guide only and apply to selected departures. All prices can go up and down, please check price at time of booking. Prices will vary depending on occupancy. Flight supplements, room supplements and age restrictions may apply. See A-Z at the back of the brochure for more information on Prices and Supplements.

A-Z GUIDE

We understand the small print is the last thing anyone wants to read. But we believe it's really important to be clear in the information we give you. This A-Z outlines to what extent we would be liable, if at all. If any part of this guide isn't valid or can't be enforced, the rest will still apply. Not everything here will apply to you but a lot of it will so you'll need to read this guide before you book. You'll also need to read Our Agreement With You and Your Agreement With Us. Together, they explain every aspect of your holiday. If you need information in another format please contact our Customer Welfare Team on 0203 451 2585. Calls from UK landlines cost the standard rate, but calls from mobiles may be higher. Check with your network provider.

Just to make things easier for you, here are some of the abbreviations we use... * extra charge **1st Ch** 1st child **2nd Ch** 2nd child **Ad Adult** **AI** All Inclusive **BB** Bed & Breakfast **BL** balcony or terrace **FB** Full Board **HB** Half Board **LSV** limited sea view **PB** private bath **PP** per person **PPPN** per person per night **RD** reduction **RO** room only **SC** self-catering **SH** shower **SUPPS** supplements **SV** sea view **SSV** side sea view.

In line with EU regulations, we need to let you know who you'll be flying with. This includes any connecting flights or transfers. These are the carriers we may use – **A3** Aegean **ABR** ASL Ireland **AEA** Air Europa **AMV** AMC Airlines **AP** Albastar **BA** BA Cityflyer / British Airways **BE** Flybe **BGH** Balkan Air **BJ** Nouvelair Tunisie **D8** Norwegian **EI** Aer Lingus **EVE** Evolop **FHY** Freebird Airlines **FPO** A3L France **JAF** JetairFly **KM** Air Malta **LS** Jet **2 MT** Thomas Cook Airlines **OHY** Onur Air **PC** Pegasus **QS** Travel Service **ST** Germania **TBA** Carrier To Be Advised **TOM** TUI **VOE** Volotea **X3** TUFLY **7M** Mistral Air We'll let you know who the airline is when we send your tickets. For changes after that point, we'll tell you before you check in or at the boarding gate. When you come across anything to do with flights in this guide, we'll usually be talking about flights with TUI. So if you're flying with another airline, you'll need to check their conditions, too. From time to time, we need to change airlines or plane types but this isn't classed as a 'Major Change' to your holiday.

A
A La Carte The Select Your Seat benefit that comes with A La Carte holidays is only available if you're flying with TUI and you book at least 3 days in advance. Please note, A La Carte benefits will not be available if you're combining your stay in an A La Carte hotel with a tour, or a stay in another hotel. See **Transfers** for more information.

Accuracy We published our latest brochures in July 2019. Our prices and information in those brochures were accurate on that date but they may have changed since then. We always check our properties regularly to make sure we're giving you accurate information and we'll tell you of any changes we know about when you book. If you've already booked, we'll tell you about any major changes we're aware of as soon as we can. Bear in mind public holidays and religious festivals affect whether or not facilities are available. Also, it may be the case some facilities aren't managed directly by the hotel and they could close without notice.

Adjacent Rooms These are two rooms next to each other and usually share some facilities, such as an entrance or a bathroom. They're available at selected accommodation for a small supplement. Facilities can vary so check the individual hotel description. When you're booking, the room description will have **ADJ** next to it. Depending on where you're staying, you may need to book two rooms to get this room type. Please ask when you book.

Adult Properties These are hotels that cater really well for adults in terms of facilities and destination. They include our TUI Sensimar, Gold and Exclusively for Adults ranges, where the minimum age is 16 or 18. You must not book children to stay at any of these hotels under any circumstances as bookings for children will not be accepted.

If you see a Scene logo, it means the hotel is recommended for adults only. At least one member of your group needs to be 18 or over. Any members of your party who are under 18 will need to give us a letter of consent from their parent or legal guardian when booking. They'll need to take this letter with them when they travel, too.

For adults-only hotels in the **Dominican Republic**, the minimum age accepted for all travelling on the booking is 18 years.

Advanced Passenger Information So that you can travel, it may be mandatory (as required by government authorities before or at the point(s) of departure and/or destination) to disclose and process your personal data for immigration, border control, security and anti-terrorism purposes, or any other purposes which they determine appropriate. Some countries will only permit travel if you provide your Advance Passenger Information or API (for example Caricom API Data and US Secure Flight Data) to the airline before your departure.

Some or all of the Caricom states have entered into an agreement with the USA whereby advance passenger data, required by and provided to Caricom states for border security purposes, will be passed to the USA Department for Homeland Security for processing on behalf of those Caricom states. Please see the Caricom website for more details.

The Transportation Security Administration (TSA) requires you to provide your full name, date of birth and gender for the purpose of watch list screening. You may also provide your Redress Number (as well as a Known Traveler Number), if available. Failure to provide details may result in denial of transport or denial of authority to enter the boarding area. TSA may share information you provide with law enforcement or intelligence agencies or others under its published system of records notice. Please see the TSA website for more details.

These requirements may differ depending on your destination and you are advised to check. Even if not mandatory, we may assist where appropriate. You'll need your booking reference number, the lead passenger's surname and your date of departure to access the site.

Age Ranges No under-18s can travel on their own. For our hotels, 2 to 12-year-olds are classed as children unless we say otherwise. For self-catering properties and any type of property in Florida, it's 2 to 16 inclusive.

Air-conditioning This may depend on the time of year and be subject to hotelier discretion. Also, you may have to pay for it when you get there.

Airline Rules Charter airlines aren't allowed to carry certain nationals to and from their country of origin. This is due to licensing law restrictions with overseas aviation authorities. The current licensing laws, as of 15th November 2010, do not allow TUI Group airlines to carry nationals of the following countries on their operating routes – Brazil, Kenya, and Morocco. Some other restrictions also apply...

- Cuban nationals may travel to any international Cuban airport, except Cayo Largo and Cayo Coco, and must be travelling as part of an inclusive tour package.
- Indian and Turkish passport holders can only travel on inclusive tour package arrangements. Please check with your embassy or consulate before you book.

- If you're going to Goa, Kerala and Sri Lanka, on an Indian, Pakistani, Sri Lankan, Nepalese or Bangladeshi passport you can't fly on British charter flights. This travel restriction doesn't apply if you have a Pakistani, Sri Lankan, Nepalese or Bangladeshi passport but your spouse has a foreign – non-Indian – passport.

Airport Assistance See Special Assistance.

Airport Hotels and Parking - UK The companies that provide the hotels and car parks will have their own terms of use which will also apply to you. We can get you a copy of these if you need one, just ask.

If you don't follow the instructions we give you, we may not be able to refund you any additional costs you're charged as a result.

Any parking is at your own risk, so we ask that you don't keep any valuables in your car. You should be prepared to leave your keys with car park staff as this may be necessary. If you have a larger-than-average vehicle or a motorbike, please contact us to check that the car park can accommodate it without an additional charge. When you travel, take your booking confirmation with you as it contains instructions on what you need to do. If you have any problems on the day, please let the hotel or car park know so they can help you. If you don't let them know, we may not be able to help you later on. If you're parking and you arrive before the day and time shown on your confirmation, or stay later than planned, you may be charged for the extra parking at the car park's normal price. If you leave earlier than planned, we won't refund any of the charges you've paid.

You can amend or cancel any time up until a minute to midnight, the day before you arrive at the airport, free of charge. So, if you fly on the 2nd, you'd need to cancel by 23:59 on the 1st. If you cancel in time, you will be refunded what you've paid for the hotel and parking. If you don't cancel in time you will not be refunded any amounts paid for the hotel and parking and we will retain this as a cancellation charge.

Airport Lounges You can pay for UK airport lounge access after you've booked, subject to availability. You can do this via a TUI Holiday Store, Manage My Booking or by logging into your Customer Account.

Airport Service In most airports overseas, our Holiday Advisors aren't allowed past check-in or into the arrivals hall but we will have staff waiting to greet you outside the airport.

Alcohol During your flight with us, you can only drink the alcohol that our staff serve you.

All Inclusive Hotels You may need to wear a wristband or carry some ID to get the benefits of your package. For a full description of what's included, check the hotel description. Times for inclusive drinks, meals and snacks vary. Your All Inclusive package may not include bottled water, imported drinks, à la carte meals, or some speciality dishes. Some restaurants expect you to reserve a table and will be subject to availability. Not all bars and restaurants operate on an All Inclusive basis. Also, there may be cash bars once All Inclusive bars close. Bear in mind, under-18s won't be served alcohol.

You should also be aware that we, and the hotels, may confiscate wristbands and IDs from guests who abuse the All Inclusive benefits.

You may be charged for motorised sports, and there are time limits or age and experience restrictions on some of these activities. You may have to pay a deposit to hire equipment. Things like classes and beauty treatments may be included in the price but there'll be a limit on how many sessions you can take. Safety deposit boxes may not be included and you'll need to pay for things like telephone calls and excursions.

All Inclusive packages end when you check out of your room. In some cases you can pay to keep using the facilities. If there's a delay to your flight home and you have to spend extra time in the resort, any refreshments will be in line with the airline's instructions – not the board basis of your hotel.

One last thing, you may find timings will change for things like happy hours in bars and dining times.

Amenities Lots of things you come across in resort will be quite different to what you've come to expect at home, like roads, power and water, for instance. If there's a prolonged drought, it might interrupt water supplies. In summer, there's often more demand on water, which means the pressure can drop, disrupting water heaters. You may also find in some destinations you won't be able to flush toilet paper down the toilet.

Artist Impressions These, together with any computer-generated images, are there to give you an idea of how the property will look – they're not replicas of the finished building.

B

Balconies If the description refers to a French or Juliette balcony, this means that your room will have glass doors but you won't necessarily be able to go out onto the balcony as it'll be shallow in depth.

If you're on the ground floor, you'll get a terrace instead of a balcony, even if it says 'BL' or 'balcony' on your booking confirmation. Health and safety restrictions mean some hotels or apartments may not put you on a high floor if you have small children. Even if you're on a low floor, make sure you never leave your children unattended on your balcony.

Banned Airlines To improve safety, the European Commission has banned some airlines from operating in European airspace. In line with EU directive (EC) no. 2111/2005, Article 9, we need to make you aware of the list of banned airlines. To view the list of airlines that are subject to an operating ban within the European Community, visit http://ec.europa.eu/transport/modes/air/safety/air-ban/search_en

Bars If a hotel has a bar, you may well hear some noise – even outside normal licensing hours.

Building Work From time to time, building work is unavoidable, particularly where hotels are open all year round, and it can be noisy. If we're aware of any work, we'll let you know as soon as possible if we think it'll affect your holiday. This can be difficult as we don't control the work and we're not always told when it'll happen and how long it will last. But if we think it'll have a significant effect, you'll have the option of a refund or an alternative holiday, as outlined under 'Major changes to your holiday' in Our Agreement With You.

Bungalows If the description of your accommodation refers to a bungalow, this means that you may be located in an accommodation block within an annexe building separate from the main building which may not necessarily be single storey or detached.

C

Check-in

For Your Flight We recommend you arrive at the airport at least two hours before your scheduled departure time. For flights over seven hours, it's three hours before. Regardless of the length of your flight, you need to have completed check-in at least an hour before departure.

UK airlines need to carry out enhanced security screening from certain destinations for return flights to the United Kingdom. If this applies to your

flight, you'll be told whilst you're on holiday as it may mean that you need to check in a bit earlier. You might need to be at the boarding gate earlier, too. If we think you may be under the influence of alcohol or pose a threat to passengers or crew, you won't be able to fly. The same applies if you smoke, use insulting or abusive words before or after you board. If that happens, we won't be responsible for your holiday arrangements and we won't give you a refund, pay compensation, or cover any other costs. We may even seek compensation from you for any loss caused by your behaviour. This includes having to divert the plane.

It's also a criminal offence to cause disruption on board, so you may be prosecuted. Airlines may also share details about your behaviour with other airlines, which could affect your future trips.

Online Check-in You'll be allocated your seats when you check in online. If you don't like the seats allocated, you can pay to select your seat. Sometimes we may need to change the seat allocated to you for operational or safety reasons or for persons with reduced mobility. Boarding cards must be printed on A4 paper and be clearly legible with no rips or tears. You must drop your bags off before bag drop closes, 45 minutes before your flight time. Just so you know, if you choose not to use our online check-in service, we reserve the right to charge a fee for airport check-in. Please also see Section 14 of Our Agreement with You and Yours with Us.

For Your Accommodation Check-in time is usually 3pm to 4pm for hotels, unless you're on a Villa Collection holiday when it's usually 2pm. Depending on when your flight arrives, you may miss a meal if you've booked All Inclusive, Half or Full Board. If your flight arrives late at night, this is classed as the first night of your holiday and your room will be ready when you arrive. If you arrive in the early hours of the morning the day after your flight departed, your room may not be available until the hotel's normal check-in time. You'll be able to use the hotel's facilities while you wait. And because you're checking in later on your first day you'll get to keep your room on the last day of your stay.

Check-out

For Your Accommodation On the last day of your holiday, you'll usually have to leave your room by mid-morning or noon. If you're in a villa, you may need to leave earlier. You'll be told the exact time when you get there. You may be able to keep your accommodation for longer, but there could be a charge. Depending on the time of your flight, you may miss a meal at your hotel. Also, you might not be able to use some of the facilities or take advantage of the full All Inclusive package.

If your flight leaves on or after midnight, you'll have to check out of your hotel room by midday the previous day. There'll usually be a courtesy room or apartment available for you where you can change and leave your bags until it's time to leave. You can pay for a late check-out room. They're normally available until 6pm that evening, but this varies from hotel to hotel. We recommend you book in advance as the hotel will allocate them on a first-come, first-served basis. You may be able to stay in the room you've had during your holiday, but you may have to move to another. The rooms will only be for you and your group to use, and will have beds and a private bathroom. Late check-out only covers the use of your room.

Child Prices Child prices are based on selected departures within the season dates, and will only apply to the cheapest room type that occupies children. Child prices are only available for the first and second child sharing a room with two full-fare-paying adults. Any more than two children on one booking pay the adult price, count towards room occupancy, and will pick up any applicable third or fourth adult reductions or occupancy discounts. You'll still pay full deposits, insurance, flight, room and board supplements, and any extras for all children travelling at a child price. Children qualifying for free or reduced child prices don't count towards group offers. Child prices only count towards room occupancy for self-catering and villa holidays.

Child prices are for children between 2 and 12 inclusive. You'll also need to pay a fee for an infant under the age of 2 on the date of return travel. Please note, infant fees vary dependent on holiday type. If any children in your group turn 13 after you've booked but before – or during – your holiday, they'll need to pay the adult price, plus the amendment fee.

Child Protection We believe we have an important role to play in protecting children's rights everywhere. Our child protection policy applies both in the UK and abroad. We train our resort staff to identify situations where children may need protection and report them to the relevant organisations. We're signed up to the Child Protection Code www.thecode.org. This independent organisation monitors and supports our child protection activities. If you suspect any child is at risk on your holiday, please tell your Holiday Advisor or call Crimestoppers, anonymously, on 0800 555 111. For more information, visit <https://www.tui.co.uk/editorial/child-protection.html>.

Conditions Of Carriage Certain rules and regulations apply to air travel. These are set out in the Montreal Convention for air. By law we need to give you these in 'legal speak' to avoid any misinterpretation. We can supply a full copy if you ask us to.

Montreal Convention This is a notice required by European Community Regulation (EC) No. 889/2002.

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 100,000 SDRs (approximately £96,000), the air carrier can't contest claims for compensation. Above that amount, the air carrier can defend itself against a claim by proving that it wasn't 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 16,000 SDRs (approximately £15,360).

Passenger Delays 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 4,150 SDRs (approximately £3,980).

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 1,000 SDRs (approximately £960).

Destruction, Loss Or Damage To Baggage The air carrier is liable for destruction, loss or damage to baggage up to 1,000 SDRs (approximately £960). In the case of checked baggage, it's 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.

Claims 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 7 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 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 2 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.

Cots There's usually room for one cot in all our hotel rooms, apartments or villas, but you'll need to check with us before you travel to make sure there will definitely be one available when you arrive. In some countries, such as Italy, you'll need to pay a daily charge to hire a cot. If you're staying in a villa in Florida, you'll need to pay to hire a cot by credit card, before you travel. If you decide to bring your own travel cot, bear in mind there's no extra luggage allowance for these and the airline will charge extra if you go over your limit.

Crèches See **Baby Club**

Customer Welfare See **Special Assistance**.

D

Data Protection All details provided by you will be held by us and used in accordance with our Privacy Notice. We will process personal data about you and members of your party so that we can manage your account or booking, provide you with our products, services and/or any other travel arrangements booked with us. By providing other people's personal data, you must be sure that they agree to share their data with us and, where appropriate, they understand how their personal data may be used by us. For more information, please refer to our Privacy Notice available on our website or upon request in our stores.

Day-before Check-in At Gatwick, Manchester and Birmingham, if your scheduled departure time is before midday, you can check in at the airport from 12pm to 10pm the day before you travel. This service is free if you're flying with TUI and you don't need to book. All members of your group need to check-in together. This is to meet the Department For Transport's security requirements. You'll need everyone's tickets, passports and luggage.

If you're travelling to a destination that has additional security at check-in, we won't be able to issue your boarding cards. At the moment, this includes flights to the United States. You can still check in your luggage but you'll need to return to check-in the following morning to pick up your boarding cards.

Delays Depending on airport facilities, we provide light refreshments for a delay of 2 to 4 hours, a meal – or vouchers for a meal – for 4 to 8 hours, overnight accommodation for delays of 8 to 12 hours if it's necessary and possible.

If a delay is longer than 5 hours, you can cancel your flight and we'll refund the flight part of your holiday. We'll only refund the whole cost of your holiday if we change or cancel your holiday. We set out exactly what this means in Our Agreement With You.

Deposits As well as the deposit you pay when you book, if you're staying in an apartment or villa, you may also be asked to pay a deposit in local currency when you arrive. If you're on a Scene holiday, you may be asked to pay a deposit – in cash – even if you're in a hotel. Some hotels require a credit card swipe or cash deposit when you check in. Deposits cover all, or part of, the replacement costs for things being lost, broken or damaged. It's also to take care of any unusual cleaning charges. You'll get it back when you leave, or with an amount deducted if necessary. The property needs to be inspected before you leave. In some cases, your deposit will be returned to you by post. Unfortunately we can't accept responsibility for any disputes which may arise, although we'll try to help you to resolve them. You'll find details of the amount and type of deposit for each property on our website, or you can call us. See **Low Deposit Offer** for more details on the deposit you pay when you book.

Disability Assistance See **Special Assistance**.

Dress Code Men may need to wear full-length trousers, shirts with sleeves, and shoes for dinner in most hotels and apartments. See **Gala Meals** for more details.

E

Early Check-in See **Day-before Check-in**.

ESTA See **Visas**.

Extra Charges The key aspects of your holiday will be included in the price when you book – see **Prices** for details. But it's important to point out you may have to pay extra for some things when you get there. For example, you might want to book an excursion, use a safety deposit box or enjoy something from the minibar or room service. You may also need to pay extra for things like sports, beauty treatments and classes. If we're aware you'll need to pay extra for a particular activity or facility, we'll show you by adding an asterisk after the item. See **Meals** and **All Inclusive Hotels** for more details.

F

Family Rooms These are generally for two adults and two children. They're available in selected accommodation but when hotels are fully occupied, family rooms may be limited. Bear in mind, family- and 4-bedded rooms might not be larger than standard rooms.

Family Life Our full TUI Family Life programme starts on or after 1st May so if you're in a TUI Family Life hotel before then, you may find certain activities aren't available yet. Check the individual property descriptions for details on what's on when.

Finishing Touches You'll need to book them at least seven days before departure and pay for them in full when you settle your invoice.

Flight Times Actual flight times are on your tickets. They are local times based on the 24-hour system. We can't guarantee the flight times in our brochure, on our website or on your booking confirmation won't change, so please always check your tickets.

Flying With Children Infants less than 14 days old are not allowed to travel. Any child over 14 days and under two years old on the date of their return travel is classed as an infant. Infants must sit on an adult's lap and wear an extension seatbelt. If your child reaches their 2nd birthday while you're away you'll need to allow for this when you book. All children aged two and above must have their own seats on the plane. If you've paid for an additional seat for your infant, you can use your own car seat as long as it has a single release harness. It needs to be facing forward on the aircraft seat, designed to be secured by lap belt alone, and must conform to EU safety standards. You'll also need the instruction leaflet to show the cabin crew if they need it. The seat mustn't be more than 16 inches or 40cm wide. You can't use carrycots and deluxe child car seats, as they won't fit. The use of car seats will be at your airline's discretion. Airlines registered outside the UK may have their own rules. Please contact TUI for information on approved car seats.

Free Kids' Places These are only available for holidays departing between 1st May and 31st October in selected accommodation, and only where the child is sharing a room, apartment or villa with two full-fare-paying adults. They are available for children up to 12 years inclusive for hotels and up to 16 years inclusive for self-catering – unless we say otherwise in the property details. You'll need to pay a deposit but we deduct this from your final balance and will refund this if your holiday is cancelled. Our free places don't include flexible dining, meal supplements, insurance, in-flight meals or other extras. Plus, you need to pay the 'Select Your Seat' option for the child if you need this. If you change your booking, free child places on your new booking will depend on availability. If your first child goes free, your second child still pays the second child price. Not combinable with other selected discounts or special offers. See **Special Offers**.

G

Gala Meals Many hotels and apartments host gala meals over the Christmas and New Year period. Bear in mind that men will probably have to wear a jacket, shirt, tie and full-length trousers. You'll see if the meal's included by checking the individual property descriptions.

Gold Medals If you see one of these on a property description, it means it's a customer favourite. Each year, we award Gold Medals to hotels that score highly in our Customer Satisfaction Questionnaires.

Group Offers You may qualify for discounts if there are 10 or more in your party. Group discounts apply only at the time of booking. When you're about to book, ask your Travel Advisor to contact our Groups Department. Or call our Groups booking line yourself – you'll find the number at the end of this guide. Groups of more than 20 can have a special service from a representative at the accommodation, a private get-together and greeting on the first day, and discounts on resort excursions. Of course, group discounts are subject to availability and we may withdraw them at any time. We base discounts on how many are travelling and everyone needs to travel on the same date. Their holidays must be for the same length and to the same accommodation. If it's more convenient for them, we can sometimes make arrangements for large groups to leave from different airports. They may not be available in conjunction with any other offers. Cancellations within your group may mean a drop or a removal of your discount, and the people who cancel will need to pay our standard cancellation charges.

H

Henna Tattoos Some resorts or hotels in which we operate may offer henna tattoos. We don't recommend or endorse these services. But, if you decide to get a tattoo, please make sure that the henna being used is brown and not black. Black henna may contain chemicals that are known to cause skin irritation and burns.

I

In-flight Entertainment We have in-flight entertainment on all of our TUI long haul flights. For more details, contact TUI – you'll find their details at the end of this guide.

Infants See Child Prices and Cots.

Insurance You'll need to take out a suitable insurance policy for you and anyone travelling with you. This includes infants and children. We'll tell you about our insurance policy when you book. If you choose not to take out our insurance, you'll need to tell us who you're insured with. We'll need the company details and your policy number before you travel. We can't accept responsibility for any loss that you or anyone travelling on your booking suffers if the individual isn't adequately insured. As with all insurance policies, terms and conditions apply, so you need to make sure you've got the right policy for you. See **Delays** for more details.

If you're travelling to the European Economic Area you'll also need a European Health Insurance Card. You can apply at www.ehic.org.uk. You'll need to have both this card and adequate travel insurance.

Interconnecting Rooms These are two rooms with a lockable connecting door between them. They're available at selected accommodation for a small supplement. If you want to book, interconnecting rooms, you'll need to book and pay for two of these rooms.

J

Junior Suites When we advertise a Junior Suite, it means you'll get a bedroom with a sitting area and a bath or shower room.

K

Kids' Clubs No matter which kids' club you're looking at, there are certain things to bear in mind:

- Children who are unwell won't be accepted
- If your child has a disability, we will do our best to look after them but please check with us before you book that the club can accommodate your child's particular needs
- Sometimes, even when you have checked in advance, there may be reasons why the club can no longer accommodate your child's particular needs. When this happens we will do our best to include them in as many activities as possible but you may need to stay with your child to provide the care and attention that they require.
- If your child has an allergy or any other special requirements, please let us know when you sign them into the kids' club for the first time
- Staff aren't authorised to administer medication or change nappies, so you'll need to return to the club to do this if necessary
- Staff may provide snacks and drinks during the day but you'll need to bring along a packed lunch for your child.
- You must register your child for all activities, sign them in at the start of the session, and out at the end
- You must stay within the complex while your child is in the club and also leave details of your whereabouts in case you're needed

■ Activities may have to be cancelled, numbers limited and a rota introduced. This may be for health and safety reasons or at particularly busy times.

■ If a kids' club is an important part of your time away, it's worth checking club availability before you book your holiday

■ Even if you've booked a package holiday with us, you may still need to pay extra for some activities and sessions when you get there. If you haven't booked a package holiday with us, you'll also need to pay for your child to join the club itself.

Hotel-run Kids' Clubs Only clubs run by us meet our specification, which include strict staff to child ratios. Standards and facilities at hotel-run clubs vary. You should make sure you're satisfied with the facilities and staff providing the service before enrolling your child. Unfortunately, we're unable to take responsibility or guarantee that standards at hotel-run clubs meet UK standards.

L

Late Check-out Rooms See **Check Out**.

Lifts Some of our hotels don't have a lift. If stairs are a problem for you, please ask us for more details before you book so we can suggest a suitable property. See **Special Assistance** for more details.

Local Laws Sometimes local laws, religious customs or events mean facilities aren't available. For example, in all Muslim countries during the month of Ramadan, bars and restaurants – including hotel restaurants – change their opening hours. You may not be allowed to eat, drink or smoke in public areas during daylight hours either. Drinking and gambling ages vary by destination. It's a good idea to find out more before you travel. For the most up-to-date information, we recommend you check <http://www.fc.gov.uk/en/travel-and-living-abroad/travel-advice-by-country>.

Lost Property If you leave something behind on the plane during your flight out, you'll need to contact the overseas airport and ask them to check their lost property. If it's on your flight home, let us know and we'll do our best to track down the item for you. If you leave what we class as a 'valuable item' at your hotel, like a camera, a laptop or a wallet, we'll do our best to find it for you. If your item is found, you'll need to contact the hotel to arrange for it to be returned, and there may be a charge for this. If we can't find your item, we'll send you a statement to support your travel insurance claim. For help with lost property, contact After Travel Customer Support – you'll find their details in the Getting In Touch section.

Luggage This section explains how much you can take, what you can pack, and how to keep your valuables safe. Please make sure you know your limits so your trip can get off to a smooth start. Luggage allowances vary, and could change, so please check when you book.

When travelling with TUI your checked-in allowance will vary between 15kg and 23kg depending on your holiday so make sure you check when you book. Just as a guide, if you're going on a Premium Collection holiday – so A La Carte, Platinum, TUI Sensori or TUI Sensimar – or TUI Family Life holiday your allowance is set at 20kg for checked-in luggage. If you've booked one of our wedding packages as a couple, you'll qualify for an extra 5kg of luggage allowance each for your wedding attire. This is in addition to the standard luggage allowance applicable to your holiday type. This extra allowance will be added to your holiday booking when you book your wedding package. One thing to bear in mind, though – if your flights change to another airline we won't be able to offer this allowance.

For some types of holiday – like Small & Friendly, Scene and Skytours – your maximum allowance is 15kg. You can buy extra checked-in luggage allowance in 5kg amounts if you need more space – you'll need to do this at least 3 days before departure. Also, if you're booking a tour or twin centre, remember to check your allowance. Reason being, your allowance during the tour or twin centre may be less than for your international flights.

On package holiday flights with TUI, under twos get a 10kg luggage allowance – this does not apply for flight-only bookings. We won't charge you to take your folding pushchairs, either.

You can share your allowance with others on your booking, but no single bag can be more than 23kg. This is for health and safety reasons. If you have booked extra luggage allowance, you still need to make sure each bag is under 23kg, otherwise check-in staff won't accept it. Also, we can only accept luggage if it's packed and secured in suitcases or bags, and we believe it can stand up to reasonable handling. Otherwise, we may ask you to sign a disclaimer before we can take it. This also includes any bags we believe are already damaged.

As for hand luggage, you can take one item on your flight. The maximum dimensions are 55x40x20cm. Your hand luggage allowance is 10kg – please note you can't buy extra hand luggage allowance. You should be able to lift your hand luggage into the overhead storage compartments yourself. Other bags, such as handbags or laptop bags, must fit in your single item of hand luggage. There are restrictions on what you can carry in your hand luggage so make sure you read the information that comes with your tickets. For example, you should pack valuables in your hand luggage – never your checked-in luggage. This includes money, jewellery, computers and important documents. Your airline won't be liable for loss or damage to valuable or fragile items packed in hold luggage, no matter how it's caused.

On Other Airlines If you're not flying with TUI, you'll need to find out what your allowance is for checked-in luggage and hand luggage. Some airlines do not give infants their own allowance.

Excess Luggage And Sports Equipment There may be a charge for excess luggage and sports equipment. Whether or not we can carry it will depend on capacity on the day. You can arrange to take golf clubs, windsurf boards, diving equipment and other sports equipment on your flight. If you don't book, you may still be able to check your own equipment in. But we can't guarantee this and there'll be a charge. Bear in mind, any problems with excess luggage charges need to be sorted out at the airport. We can't guarantee you'll be able to take bulky sports equipment with you on the coach to your holiday accommodation, and there may be an extra charge.

Lost And Damaged Luggage Please report any lost luggage or damage to us within seven days. If not, under the terms of the Montreal Convention, we won't be liable. See **Montreal Convention** for details. If your luggage is damaged on your way back to the UK, you need to complete a Property Irregularity Form (PIF) at the airport and keep a copy of it for insurance purposes.

Low Deposit Offer This offer is per passenger. We can change or withdraw this offer at any time. The rest of the deposit will be due within eight weeks of you booking your holiday. If you cancel your holiday you still have to pay the full deposit.

Low Season You may find that if you're travelling outside of peak holiday periods, like May and October, some facilities – both in your hotel and resort – may not be available and entertainment may be more low-key. Hoteliers may remove facilities at certain times due to low demand.

A-Z GUIDE

M

Meals

On Your Flight TUI includes meals on long haul flights. Please let us know when you book if you require any children's meals. Just so you know, we don't provide meals for under-twos so you'll need to bring something with you. Remember to tell us if you have any special dietary requirements. We can't guarantee we'll be able to meet them, but we'll do our best. For group bookings, everyone in your party will need to either book in advance or decline the meal. For all other flights, we offer a range of snacks and drinks to buy onboard.

At Your Hotel Meals are usually served in the hotel's main restaurant. The set-up here may change from buffet to waiter service, or vice versa. For à la carte restaurants you may be limited to a certain number of visits per stay and you may need to make a reservation. You may need to pay extra for these, too. Not all of the hotel's restaurants will necessarily be open at the same time. Meals for infants are not included in the price of your holiday so you'll need to make your own arrangements. **Full Board Plus** includes a Continental breakfast, lunch and dinner with drinks included during mealtimes. **Full Board** includes a Continental breakfast, lunch and dinner. **Half Board** includes a Continental breakfast and dinner – or lunch, if you wish – at some hotels. **Bed & Breakfast** usually means Continental breakfast.

Medical Conditions

On Your Flight If you have a medical condition, a serious illness, or you've recently had surgery or an accident, you'll need to be cleared for travel by the airline. You may also need a 'Fitness to Fly' certificate from your GP. Conditions that need medical clearance include respiratory, coronary or infectious illness. You'll need to give your request for medical clearance to the airline at least four working days before you're due to fly. If you're unsure what conditions require medical clearance, it's best to contact our Customer Welfare Team before you book - their number is at the end of this guide. We also recommend that you contact your doctor before you book if you've got any concerns about your health.

The risk of deep vein thrombosis while flying is extremely low but is still a serious medical condition. DVT is when a blood clot forms, usually in the lower leg, sometimes because of sitting still for a long time. It needs treatment with blood-thinning drugs to prevent clots breaking off and travelling to the lungs. You can take precautions to reduce the risk. People most at risk include those with a history of bronchial or circulatory problems, thrombosis, those recently hospitalised, smokers, the obese, those with congestive heart failure, a malignant disease, pregnant women or women taking the contraceptive pill. To reduce the risk, exercise your legs from time to time, or walk around if possible. Elastic stockings may be helpful. Drink plenty of non-alcoholic liquids to prevent dehydration. See your doctor if you think you may be particularly prone to DVT.

If you think you might need to ask for therapeutic oxygen during your flight, please contact your airline for details at least one month before your departure date. TUI does not charge for this, but you must request it in advance so we can confirm that it'll be available for you. Contact our Customer Welfare team for more information – their number is at the end of this guide. See **Special Requests** for more details.

At Your Destination If you have specific medical needs, think about whether the healthcare system in the destination you're looking at is likely to be able to meet those needs, if you have any problems while you're away. Consider things like the country's state of development and its size. You may find it helpful to look at <http://www.fco.gov.uk/en/travel-and-living-abroad/>.

Mobility Assistance See **Special Assistance**.

Money Exchange If you want to change money to your hotel when you get there, check the property descriptions to find out if you can do this at your hotel.

N

Night Flights See **Check-out**.

O

Official Ratings Each country has its own system for rating properties. We'll always publish any official ratings where they're available, usually as stars. But there are a few things we need to tell you on this front. In Italy you won't find any official ratings for some properties, like old villas and farmhouses that have been renovated. And in Greece and Turkey you'll also find reference to A to C instead of stars, with A being the best, based on facilities and ground space.

P

Passports The name in your passport must match the name on your ticket otherwise you may not be able to travel and your insurance could be invalid. If someone in your group changes their name after you have booked, tell us and we'll issue the ticket in the new name. If you've already received the ticket, return it and we'll send one with the correct name. There may be a fee for this change. British Citizens must hold a valid 10-year passport. Passports for British citizens are valid for travel to any EU country up to and including the passport expiry date. Some countries outside of the EU require a British passport to have a certain period of validity left on it, such as 6 months, or blank pages. Please visit gov.uk/foreign-travel-advice for advice by country. Other nationalities should check with their own governments. It is also your responsibility to check whether you need a visa to enter your destination country.

British Citizens under 16 years old, including newborn babies, are required to have a child passport. The child's passport will initially be valid for 5 years, but can be renewed for a further 5 years at the end of this period. You can visit the gov.uk/ website for further information and how to apply.

If your passport has an Israeli stamp, you may be refused entry to some countries. For more information, visit Her Majesty's Passport Office website at gov.uk/government/organisations/hm-passport-office. If you don't have a UK passport, you should always check with your own embassy, high commission or consulate before you book. Please also see **Visas**.

Passenger Assistance See **Special Assistance**.

Play House, TUI Sensatori See Kids' Clubs

Playgrounds You need to supervise your children on all play equipment. Bear in mind, we can't guarantee standards of equipment unless it's at one of our TUI Family Life hotels.

Pool Views If you book a room with a pool view, you'll look directly onto or have a side view of the pool.

Pregnancy You can travel with us up to the 28th week. If you're more than 28 weeks at the time of your flight home, you'll need a medical certificate from your GP. It must state there are no complications and give the dates of your pregnancy. If you're more than 36 weeks at the time of your flight home, they'll refuse to take you. If you're expecting twins or more, you must return by the 32nd week. Please check your insurance policy for any restrictions that apply. Many policies only cover up to the 28th week.

Premium Collection Benefits You'll get the advertised benefits as long as you're flying with TUI.

Premium Club Premium Club seating is available to book on long haul TUI flights. If you book to fly Premium Club, your luggage allowance will be 23kg in the hold and 10kg as hand luggage. Lounge access and fast-track security are only available on departure from UK airports. You can access the lounge from 3 hours before and up to your original scheduled departure time. We advise you wear smart casual clothing. Fancy dress, vests, football shirts, tracksuits, baseball caps and other sports clothing are not allowed to be worn in the lounge. Shorts aren't permitted either unless they are tailored and knee-length. Entry to lounges is subject to the individual lounge operator who may impose their own conditions and who reserves the right to refuse admission to anyone wearing clothing which their staff believe may cause offence to others. At London Gatwick, Edinburgh and Birmingham the lounge provider is the No.1 Lounge. At Manchester Terminal 2 it's the Swissport Lounge. At Glasgow it's the Sky Lounge. At Newcastle it's the Aspire Lounge. At East Midlands it's the Escape Lounge, and at Cardiff it's the Cardiff Airport Executive Lounge. If the lounge is unavailable then alternative facilities may be offered. The location of fast-track security and airport lounges in the UK will be provided by TUI staff at the TUI bag drop.

Our Select Your Seat service is included, in accordance with our Select Your Seat terms and conditions - see **Select Your Seat**. To get the best choice of seats, we recommend you book and select your seats as early as possible before departure. If you experience any difficulties using our online service, please contact your travel agent or, if you've booked your holiday online, please contact TUI on 0203 636 1790. Calls from UK landlines cost the standard rate, but calls from mobiles may be higher. Check with your network provider. Just so you know, we'll always do our best to seat your group together but we can't guarantee this.

Prices Our brochure prices are accurate at the time of publication, but you should only use them as a guide. The prices we give are selected from a range of prices available within the high season or outside the high season. The price you pay will depend on when you're travelling and prices may go up and down throughout the season. The brochure price is based on the standard occupancy for the room type included in the package so the price will change if the room is occupied by a different number of guests. See **Occupancy Supplements/Discounts**.

What's Included The basic cost of your holiday includes the following...

- Return flight from the UK
- Air passenger duty at the standard economy rate.
- Departure taxes are included on holidays to Jamaica, Aruba, Puerto Vallarta, Costa Rica, Cancun and Punta Cana.
- Transfers between the airport and your accommodation - this is usually by coach. Where we provide a taxi, the price we quote is for each person and based on 3 adults sharing a return taxi transfer.
- Car hire on selected holidays – check when you book
- The accommodation and meals as advertised or confirmed on your invoice
- Luggage allowance as confirmed on your ticket
- Aviation insurance and security charge
- Estimated fuel costs
- A Holiday Advisor at the UK airport and in resort
- All obligatory hotel service charges and taxes payable in advance
- VAT on all holidays to EC countries

What's Not Included The basic cost doesn't include the following...

- Additional flight charges, such as taxes and regional supplements
- Additional air passenger duty – there's a difference between standard and premium cabin charges. A higher rate is charged by the government for passengers travelling in premium cabins.
- In-flight meals unless we say otherwise
- Seats together on the plane unless we say otherwise
- Fuel supplements where applicable
- Excursions and shore excursions
- Holiday insurance
- Additional charges for particular room types, meals or under-occupancy in apartments. For details, ask your Holiday Advisor.
- Excess luggage and the transport of any sporting equipment
- Deposits requested on arrival by some apartment or villa owners, and by some hotels in Florida - see **Deposits**
- Any local taxes, levies or similar that local authorities abroad expect you to pay yourselves

R

Room Upgrades If you arrange a different room type with the hotel when you arrive, this won't be included in your contract with us.

S

Safety Overseas' safety standards are generally lower than ours in the UK. We take reasonable care to make sure only reputable businesses provide the services that make up our holidays, and we expect them to provide those services in line with local standards.

Children's Safety For our own Kids' Clubs, we take advice from leading UK child safety organisations and accident prevention agencies. You should always check you're happy with hotel clubs and children's facilities.

Health And Hygiene Hygiene standards are generally lower than in the UK – particularly in developing countries. Having said that, you can help to improve hygiene levels by taking a few basic steps...

- Wash your hands after going to the toilet
- Shower before you get into the pool
- Encourage children to go to the toilet before getting into the pool
- Make sure babies and infants wear swim nappies in the pool

Scuba Diving We recommend you check with your doctor before you go, and have a full medical examination in resort if you're planning scuba training. You may need to pay extra for this. It's also dangerous to fly within 24 hours of scuba diving. This is because pressure changes might cause 'the bends' or even in severe cases, paralysis. Of course, you also need to make sure you have adequate insurance cover.

Sea Views If you book a room with a sea view, it may be partly blocked by trees or smaller buildings, or across a road, but you'll still be able to see the sea. If we describe a room as a Limited Sea View, this will generally mean that your view of the sea will be to the side rather than directly in front of you. There may also be more obstructions like trees between your room and the sea than with a Sea View room.

Seating If you're flying with TUI the minimum seat pitch of our aircraft is 29 inches. The minimum seat width is 16 inches. If you think you'll have difficulty fitting into this seat size, please call our Customer Welfare Team before booking - you can find their details at the end of this guide. You might need to pay an additional charge depending on what options are available.

Seats With Extra Legroom These are available to book on selected short and mid haul flights and are suitable for adults and children. Our Select Your Seat service is included, in accordance with our Select Your Seat terms and conditions – see **Select Your Seat**. To get the best choice of seats, we recommend you book and select your seats as early as possible before departure. If you experience any difficulties using our online service, please contact your travel agent or, if you've booked your holiday online, please contact TUI on 0203 636 1790. Calls from UK landlines cost the standard rate, but calls from mobiles may be higher. Check with your network provider. We'll always do our best to seat your group together but we can't guarantee this.

Seats With Extra Space These include seats that are close to or next to emergency exit doors, behind a bulkhead or behind a dividing wall. Seats with extra space are only available to pre-book for adults and children 12 years and over with TUI and 16 years and over on other carriers, but we may allocate these seats to families with children if the seats are not located in an emergency exit row. Emergency exit row seats are only available to passengers who are able to move quickly and operate the emergency exit without difficulty in the unlikely event of an emergency - in line with European Aviation Safety Authority (EASA) regulations. So, you won't be able to book these seats if you find it hard to move due to physical or mental disability, age, sickness or physical size. Just so you know, you also can't sit in these seats if you are:

- Under the age of 12, when travelling with TUI
- Under the influence of alcohol
- Travelling with an assistance animal
- Require an extension seatbelt.

These regulations have been put in place by the EASA and are for the safety of our passengers. The cabin crew have the final say and we kindly ask that their decisions are respected.

Select Your Seat If you pay to take advantage of our Select Your Seat service, you'll be able to log in to your booking 90 days before your return flight and choose your seats. You'll also get access to online check-in 2 weeks prior to departure – a full 7 days before this is made available to other customers.

Once you've checked in and confirmed your chosen seat, you won't be able to change it. That said, in some circumstances, we may have to change your seat. This would only be for operational, safety or security reasons. In accordance with the Civil Aviation Authority's guidelines, certain requirements must be satisfied before we can allocate seats near the exit. If we do have to change your seat, we'll try to keep it as close to what you booked as possible. A refund will only be offered if we can't seat you in a similar position to your original request. A similar position means the same type of seat - window, aisle etc - as your original selected seats. In such cases, we ask that you keep a copy of your confirmation documents and boarding cards. If you choose the Select Your Seat option but then don't go on to choose your seat numbers, we'll still try and seat your group together. If you're not flying with TUI, we'll do our best to keep your party together but we can't guarantee it.

To maximise seating options for all our customers, it may not be possible to book just a middle & aisle seat. If you have a specific seating requirement due to mobility restrictions, please contact our Welfare team on 0203 4512585.

Single Rooms Single rooms and rooms for sole occupancy are available in most hotels, but demand always exceeds availability. Sometimes when we refer to single rooms it may mean a room suitable for sole occupancy. Single rooms are generally smaller, may not have the best locations or the same amenities. If you're booking a double room just for yourself, you'll usually be asked to pay a supplement. This also applies to self-catering accommodation, where, for example, three people choose a property for four. Our prices reflect the costs of the rooms contracted to us.

Smoking All our flights are non-smoking. In our hotels, there are usually designated areas.

Spa Spas in our hotels aren't included in the price of your holiday unless we say otherwise. Just so you know, in Spain and the Canary Islands, by law only over-16s can use the facilities.

Special Assistance If you or anyone you're travelling with is disabled, less mobile, visually impaired, or undergoing medical treatment, you'll need to contact our Customer Welfare Team before you book on 0203 451 2585. Calls from UK landlines cost the standard rate, but calls from mobiles may be higher. Check with your network provider.

They can tell you which holidays and flights are suitable for you and which properties have things like ramps and specially adapted rooms. Also, if you've got any medical or dietary needs, they will do their best to help.

On Your Flight If you or a member of your party is disabled, uses a wheelchair, can't walk more than 400 metres without help, or has difficulty climbing the aircraft stairs, EU regulations say you should notify us of your assistance needs before travel. You can do this by contacting our Customer Welfare Team. You'll need to do this at least 48 hours before your departure. Assistance can't be guaranteed if you don't let us know before this time.

Transfers If you aren't able to use our coach transfers, we can arrange a taxi transfer if you tell us in advance by contacting our Customer Welfare Team. Bear in mind, there is a charge for this. See **Medical Conditions** and **Wheelchairs**.

Special Offers Our offers are only available on the holidays and dates we advertise, are per booking, and are subject to availability.

Special Requests We'll always do our best to help however we can, but we can't guarantee we'll be able to meet your needs every time. These special requests aren't covered by Our Agreement With You so from a legal point of view, they're not part of your holiday contract.

Supplements On Your Flight Depending on the airport you choose to fly from, on certain days or at certain times, you may have to pay a 'flight supplement'. Flight supplements may go up or down throughout the season. Some holidays are only available on flights with extra charges, either because the accommodation is available only on certain days of flying, or because onward travel arrangements are only available at certain times.

Occupancy Supplements/Discounts Depending on the number of people sharing a room, you may have to pay an 'occupancy supplement' for under-occupancy or single occupancy, or there may be a discount if more people share a room. Occupancy supplements/discounts may go up or down throughout the season.

Room Supplements Depending on the type of room you choose to stay in, you may have to pay a 'room supplement'. Room supplements may go up or down throughout the season. All rooms are subject to availability and any applicable occupancy and age restrictions.

Sustainability We're part of Sustainable Aviation, a UK initiative bringing together airlines, airport operators, aircraft and engine manufacturers and air traffic management providers, which seeks to minimise the impact of flying on the environment and society. Visit www.sustainableaviation.co.uk.

Swimming Pools It's unlikely your pool will have a lifeguard. An adult must always accompany children in the pool. This includes children's pools and surrounding areas. Pools may be closed in early or late season, so April, early May and October, or in particularly bad weather. Also, pools won't be heated unless we say otherwise in the property description. If your pool has a waterslide, there may be height or age restrictions.

T

Taxes You may need to pay a tourist tax either at the airport or at your hotel. Taxes change regularly so check before you go. See **Prices** for more details.

Tour Operator Ratings We rate our holidays on our annual reviews and also the feedback we get from our end-of-holiday Customer Satisfaction Questionnaires. We rate hotels and apartments from '2' for no-frills, good value accommodation, to '5' for more comfort and a wider range of facilities. There may be some differences between accommodation that shares the same rating. That's where our 'plus' rating comes in.

Tours Most of our tours have age restrictions, so check before you book.

Towels You'll see from the individual property descriptions whether or not there's a pool towel service. You may find you'll need to pay a small charge.

Transfers The transfer times we give you are a rough guide. They don't allow for delays to incoming flights or local traffic conditions. In terms of the type of transfer you'll get, it depends on the holiday you've booked. Just so you know, if your holiday includes a coach transfer, we may occasionally need to change this to a minibus or taxi. Where coach access is limited, we may need to transport your luggage separately to and from your accommodation. If this is the case, it may also be necessary for your luggage to be collected earlier than your return transfer time to ensure it arrives at the airport in time for you to collect it before checking in.

Transfers to theme parks in Florida are organised by the hotel so you may need to book when you get there. They're likely to be on a first-come first-served basis, and timings may change.

If you're on a Sensori holiday, the coach will drop you off first or second wherever possible. The majority of Florida packages will include a coach transfer, but please note that priority drop-off isn't guaranteed. If you've booked an A La Carte holiday, you get a private taxi transfer included for most destinations - see **A La Carte** for important information. Occasionally we may have to provide alternative transport, and in some cases you may have to share your taxi with other A La Carte guests. If you're not on an A La Carte holiday, you've still got the option of booking a private transfer, which will either be by minibus or taxi. In some destinations we feel that it's more suitable to book private transfers. Our prices are competitive against similar transfer services. Taxis take a maximum of three adults. Prices shown are per person, per return trip, based on three adults sharing. Luggage space may be limited and baby seats aren't provided.

Twin Rooms

Some twin rooms can take a 3rd or 4th bed but they're usually camp or folding beds. Rooms that take extra beds or a cot aren't necessarily bigger than standard rooms so space may be limited.

V

Vaccinations Speak to your doctor at least two months before you're due to go away. Some treatments, for malaria for example, should begin well before you go. If you're booking within three weeks of your departure, speak to your doctor before you book. There's more information available in the Department of Health's free leaflet - Health Advice for Travellers. Call 0800 555 777 for a copy.

Visas The best place for up-to-date information on visa and travel advice is the Foreign Office. Visit www.fco.gov.uk/travel or call 0845 850 2829. There may be specific entry requirements for under-18s, depending on your destination. For example, if a young person is travelling without both parents, there may be extra costs and they may need extra legal documents such as an affidavit, from a notary public. Always check with the consulate or embassy of the country you're travelling to before you book.

W

Weather

There are sometimes tropical storms and hurricanes in Florida, the Caribbean and Mexico between June and November. It's impossible to predict their path or how long they will last more than three of four days in advance, and often it's much less. South-east Asia may be affected by its monsoon season, typically May to September. If a storm is forecast for one of our destinations, your safety is always our first priority. If there are hurricanes during your holiday we follow the advice of the Foreign and Commonwealth Office and work with the Federation of Tour Operators.

If you're on a Lapland holiday, some activities may not run because of current or forecast weather conditions, particularly if they affect the state of the snow. In the unlikely event this happens, we'll do our best to adapt the activity programme or offer suitable alternatives, but this won't be considered a Major Change to your holiday. Please see Our Agreement With You.

Please also bear in mind that some hotel facilities - like outdoor bars and some sports - may not be available in adverse weather.

Where we display weather information, this is supplied by the Met Office, © Crown copyright, the Met Office.

Weddings And Renewals Of Vows Please contact us for more details - the number you need is in the Getting In Touch section at the end of this guide. Also, see the Weddings brochure.

Wheelchairs

On Your Flight When you fly with TUI, we'll take your wheelchair and one other mobility item in addition to your normal luggage allowance. However, you'll need to let us know at least 48 hours before you travel. We recommend your wheelchair and other mobility aids are fully insured.

If you've got an electric wheelchair, you'll need to let our Customer Welfare Team know so that the necessary arrangements can be made. Please let us know the wheelchair's make and model when you call. There's a limit on how many electric mobility aids we can take on each flight. If you don't let us know before you book and we can't carry your wheelchair, you might need to pay an extra charge to change your booking.

You can bring a battery-powered wheelchair if it meets the conditions given in the ICAO Technical Instructions for the Safe Transport of Dangerous Goods, plus any other related CAA rules. Visit www.caa.co.uk for more information. Please contact us as soon as possible if you're travelling with a battery-powered wheelchair or mobility aid and let us know the device's make and model, dimensions and battery type. We can then confirm whether there's space onboard.

Wheelchairs need to be stored in an upright position for the flight. Batteries must be securely attached to the mobility aid and terminals protected from short circuits. Electrical circuits must be isolated to prevent the device being operated accidentally. If the wheelchair can't be stored in an upright position, the battery terminals need to be protected against short-circuiting, and the battery removed and stored in strong packaging.

You need to bring the operating instructions for your mobility aid with you. If you don't have these details, see <http://www.bhta.net/home/air-transport-advice-lists.html> where your make and model should be shown. If not, you'll need to contact the manufacturer, or shop where it was purchased or hired. Here are the door sizes of TUI aircraft, so you can check if your wheelchair will fit onboard -

B737-800 Forward Hold - 48" x 35" / 1.22m x 0.89m, Rear Hold - 48" x 33" / 1.22m x 0.84m

B757-200 Forward Hold - 55" x 42.5" / 1.40m x 1.08m, Rear Hold - 54" x 45" / 1.40m x 1.14m

B767-300 Bulk - 38" x 43.5" / 0.96m x 1.10m

B787-8 Bulk - 45" x 40" / 1.14m x 1.02m

If you're flying with another airline, you'll need to contact them directly to see if your wheelchair will fit onboard. Our Customer Welfare Team can help you with this.

Resort Transfers If you're taking an electric wheelchair or scooter, you'll need to book a taxi transfer to your hotel. You can't take them on the coach. There's an extra charge for this.

Wi-Fi Bandwidths may vary. Some hotels may offer an upgrade to a higher bandwidth which you may need to pay for. The upgraded service may also cover a different location to the free Wi-Fi zones. Some hotels may have a data cap on usage, or the free Wi-Fi may be restricted to a daily time limit per device or room. Once this usage or time limit is reached, there may be a charge to continue using the service. Factors that may reduce signal strength include high usage - particularly if lots of devices are using Wi-Fi at the same time, obstructions like thick walls and electronic machinery and adverse weather conditions. The device used to connect to the Wi-Fi - e.g. mobile

phone, tablet or laptop - may result in a differing quality of service received. Wi-Fi zones may not be in the same location at every hotel. If your device isn't connected to Wi-Fi, remember to turn off data roaming to avoid possible data charges.

Due to factors outside of our control we can't guarantee the availability, performance or security of the Wi-Fi provided.

Y

Your Opinion We ask customers travelling with us to fill in a Customer Satisfaction Questionnaire online when they get home, and to rate various aspects of their holiday experience.

All the questionnaires are analysed by an independent market research company. Then, we publish the results, where they are available. The scores you see are results for the last season and are shown as the percentage of guests who rated their holiday overall - so accommodation, location and meals - as good or excellent. If a property has recently moved across to TUI from our sister company, First Choice, we'll publish the last season's scores from First Choice so you can still see how the property's been rated by our customers and vice versa.

Some properties don't have a score for a number of reasons - it may be new for that season, we may have received less than 20 responses, or the hotel has changed - perhaps been refurbished, is under new management, or now caters for a different type of customer. Or perhaps the full season scores weren't available when we went to print.

As for our Premium Collection hotels, they have to achieve a score of at least 90%. If the accommodation is new, we'll make the judgment on whether it's suitable for this range.

Getting In Touch

Before You Go

If you're yet to travel with us, here are some numbers you may need...

Bookings, Amendments or General Enquiries	0203 451 2688
Customer Welfare	0203 451 2585
Groups	0203 451 2684
Weddings and Renewal of Vows	0203 451 2689
Finishing Touches	0203 451 2963
TUI Airways (new bookings, amendments, in-flight extras and general enquiries)	0203 451 2695

You can also email TUIPreTravel@tui.co.uk or write to us at the address below. If you've already booked, please include your reference number in your letter or email. If you're getting in touch about a wedding or renewal of vows please address your letter to 'Weddings or Renewal of Vows' instead of Pre-Travel Customer Services - at the same address.

Pre-Travel Services, TUI UK, Contact Centre, Alexandra House, Alexandra Road, Swansea, SA1 5ED

While You're Away

For help while you're away, please call our Holidayline Team on +4433 33 365 147, text 80247 or email serviceuk@tui.com. They'll be there for you 24 hours a day, 7 days a week. Calls from abroad will be charged at international rates. Texts to 80247 cost 50p plus your network rate.

When You Get Home

When you're back in the UK, to discuss your TUI Airways flight experience, please call 0203 451 2699. For any other aspects of your holiday you can complete the online form located in the 'Contact Us' section of our website. Alternatively, you can write to us at the address below. Remember to give us your booking reference details.

After Travel Customer Support, TUI UK, Contact Centre, Alexandra House, Alexandra Road, Swansea, SA1 5ED

Travel Agent Support

If you're a travel agent and need our help...

Agent Reservations, Administration, Group Bookings and Weddings	0203 451 2677
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Calls to 0203 numbers cost the standard rate from UK landlines, but calls from mobiles may be higher. Check with your network provider.

FLIGHT GUIDE AN AT-A-GLANCE GUIDE TO OUR FLYING PROGRAMME



► ONLINE SEARCH

All the most up-to-date information about flying with us is now at your fingertips at tui.co.uk. Our online holiday search tool makes it easy to find out the latest and most detailed information about prices, availability, flight times, flight durations, and the airports we fly from and to.

► ONLINE CHECK-IN

Don't forget to check in online before you leave for the airport - you can check in for your outbound and return flights at the same time and print your boarding cards at home.

► MORE ROOM ONBOARD

Adults and children can book one of our **Seats With Extra Legroom** to enjoy a bigger seat pitch, plus access to the **Select Your Seat service**.

We also offer upgrades to **Seats With Extra Space**.

	Approx Flying Time*	Gatwick	Bristol	Manchester
Keflavik	3¼ hrs	Monday, Wednesday, Thursday, Sunday	Wednesday, Sunday	Monday, Wednesday, Thursday, Sunday

* Approx. flying time based on Gatwick departure

OUR AGREEMENT WITH YOU, AND YOURS WITH US

Our Agreement with You

We are a trading division of TUI UK Limited, Company Number 02830117, having its Registered Office address at Wigmore House, Wigmore Lane, LUTON, LU2 9TN and Our Agreement With You sets out what you are legally entitled to expect from us when you buy a Package Holiday from us and will not apply to any course of dealings between us other than the Package Holiday booked. The Package Holiday as advertised by us will also have restrictions set out in our A-Z Guide (www.tui.co.uk/destinations/booking/atotzguide), which should also be read carefully. Because we sell a wide variety of Package Holidays, you should read our A-Z Guide and these terms and conditions carefully, before you book, to see how they affect your specific travel arrangements made by us.

1. Your Travel Booking

Whether you book alone or as a group, we will only deal with the lead booking name in all subsequent correspondence, including changes, amendments and cancellations. You must be 18 years old at the time of booking and possess the legal capacity and authority to book as the lead name and travel on holidays with us and take up the offers advertised by us if they are still available. You are responsible for ensuring the accuracy of the personal details or any other information supplied in respect of yourself and any other person travelling on the booking and for passing on any information regarding the booking or any changes made in relation thereto, to all persons travelling on such booking, including but not limited to information on schedule changes or copies of booking confirmations.

In addition, if your holiday includes a flight, you are also responsible for

- (a) notifying us prior to the time of booking of any personal circumstances and needs pertaining to a person included in the booking including, without limitation, whether any such person is not self reliant or is a person with reduced mobility - for example if you, or a member of your party, have difficulty in walking 500 metres, and
- (b) notifying us at any time from the time of booking until 48 hours prior to the flight's departure by calling our call centre if any person travelling on the booking has ceased to be self reliant or a person with reduced mobility or if a person previously reported to be with reduced mobility or as not being self reliant does no longer fall into either category.

It is a condition of your booking with us that you and all other members of your party, including infants and children, are adequately insured on holiday. Any person who is under 18 years old must be accompanied by an adult on his or her journey. There may be other restrictions and conditions on some offers, but these are explained in the details of those offers. When you or, if you are booking through a travel agent, your travel agent ask for your booking to be confirmed, we will confirm the booking there and then, and set aside your chosen accommodation, holiday or transport for you. Next, we will send you or your travel agent a Confirmation Invoice within 14 days. We may not be able to confirm some of our ground arrangements straight away e.g. bespoke accommodation, tours etc. In these instances we may issue a Confirmation Invoice. However, a contract for arrangements that have not been confirmed on that invoice will only be made when we have sent you written confirmation that those additional arrangements have been completed. If there is any change to any of the details discussed at the time of booking, before the Confirmation Invoice is issued, we will notify you promptly of any new or changed details, including a change to the total price, if any. If any detail on the Confirmation Invoice is not correct tell us or your travel agent immediately. If there is an obvious error on the Confirmation Invoice we reserve the right to correct it as soon as we become aware of it, but we will do this within 7 days of issuing the Confirmation Invoice or, if your departure is within 7 days, no later than 24 hours before you go. If any of these changes are not acceptable then you will be entitled to a full refund.

The combination of travel services offered to you is a package within the meaning of the of the Package Travel and Linked Travel Arrangements Regulations 2018. Therefore, you will benefit from all EU rights applying to packages. We will be responsible for the proper performance of all the travel services included in the package. We may transfer your booking to another company in our group, but this will have no effect on your holiday arrangements. Air Passenger Duty, which is payable by passengers departing from UK airports, is included in the price of your holiday. The price of your holiday will include the Air Passenger Duty for an economy seat. If you upgrade to a premium cabin this will be included in the upgrade cost.

2. The Price You Pay

All prices we advertise are accurate at the date published, but we reserve the right to change any of those prices from time to time. Prices include a cost for fuel that was estimated at the date of this publication. We reserve the right to add a fuel supplement to holiday prices which increase after the date of this publication. Prices can go up or down. We will be able to tell you or your travel agent the up-to-date price of your chosen travel arrangements and of any other services advertised by us before confirming your booking.

We reserve the right to increase the price of your holiday after you have booked but no later than 20 days before the departure date stipulated and will forward an Amendment Invoice reflecting any changes made, and will provide you with justification and a calculation of how the increase has been calculated.

After a Confirmation Invoice has been sent to you, any increase to your holiday price will only be as the result of the direct consequences of changes in: 1) The price of the carriage of passengers resulting from the cost of fuel or other power sources; 2) the level of taxes or fees on the travel services included in the package travel contract imposed by third parties including tourist taxes, landing taxes or embarkation/disembarkation fees at ports and airports; and 3) the exchange rates relevant to the package. An administration charge and any relevant travel agent's commission is included within these amounts. If any of the costs detailed above decrease before your departure date, you will be entitled to a price reduction and will receive a refund of the amount less any administrative expenses we have incurred.

If the increase would be 2% or less of the holiday price shown on your Confirmation Invoice, excluding insurance premiums and any amendment charges, we will absorb the changes in our costs described above and will only pass on any increase above that level. If any change in our costs would cause a reduction in your holiday price, we will not make refunds of amounts less than 2% of your holiday price - calculated as above, but we will refund in full amounts exceeding such 2%, less any administrative expenses we have incurred.

If the increase is more than 8% of the holiday price, calculated as above, then

1. You may cancel your holiday booking within 14 days of the Amendment Invoice date and receive a refund of all monies paid to us except any amendment charges. We will only consider an appropriate refund of insurance premium paid if you can show us that you are unable to transfer or re-use your policy, and
 2. the increase will be considered a Major Change as described in section 4 below and, unless you choose to cancel under paragraph 1 above, you will be entitled to the alternatives set out in section 4 for those circumstances, but in either case you will receive compensation in accordance with section 4.
- The price quoted on the last Amendment Invoice issued is guaranteed, unless you change your holiday booking. Any increases in our costs which occur after the last Amendment Invoice has been sent will be borne by us. Should you instruct your credit/debit card company to "charge back" any payment(s) properly due from you in respect of your booking, we will charge you a fee of £10 per incident and associated costs. We further reserve the right to cancel your booking and/or take legal action against you for all outstanding payment(s).

3. If We Cancel Your Booking

We aim to provide your holiday as booked. But if, for example, there are not enough people booked on your holiday or you do not pay the balance of the holiday price on time, we may cancel it. We may also cancel your holiday when there are not enough people booked and we have notified you of the minimum number required. In these circumstances we will let you know based on the duration of your holiday as follows:

Cancellation	
Duration of your holiday	Notice of cancellation
More than 6 days	20 days before departure
Between 2-6 days	7 days before departure
Less than 2 days	48 hours before departure

We reserve the right to cancel your holiday in any circumstances but if we cancel your holiday, except where this is because you have not paid, you can either have a refund or accept a replacement holiday from us of equivalent or similar standard and price, if we are able to offer you one. We may offer you a replacement holiday from another company in our group. Should you choose this option the terms and conditions of your holiday will not change and these conditions will still apply to your booking. In either case, we will pay you compensation, using the scale shown, (unless we cancel your holiday because you do not pay us the balance of the holiday price, or because of one of the events listed in the 'Important Note – Events Beyond Our Control', or there are not enough people booked on your holiday) and we will always refund the difference in price if the replacement holiday is of a lower standard and price. We will not cancel your holiday less than 12 weeks before you go, unless this is the result of one of the events in the 'Important Note – Events Beyond Our Control', or you have not paid.

4. If We Change Your Booking Details

We hope we will not have to make any change to your holiday but, because our holidays are planned many months in advance, we sometimes do need to make changes. We reserve the right to do this at any time. We will let you or your travel agent know about any important changes when you book. If you have already booked, we will let you know as soon as we can, if there is time before your departure. Flight timings shown by us are for guidance only and may change.

Occasionally it may be necessary to change the aircraft type for your flight, which may mean that some facilities such as in-flight entertainment or the advertised seat pitch may not be available. Where we are unable to provide a seat option that you have paid for we will refund the amount you have paid. Your Confirmation Invoice will show the latest planned timings. Your actual flight timings will be shown on your ticket, including any e ticket itinerary, which you should check carefully as soon as you receive it.

Major Changes To Your Holiday

Occasionally, we have to make major changes to the flight or accommodation making up your holiday with us. Major changes to your holiday for which we will pay compensation, unless the change is for reasons beyond our control (see 'Important Note – Events Beyond Our Control') using the scale shown, may include a price increase of more than 8%, or a significant change of destination, a change in accommodation to that of a lower category, a change in the time of your departure or return flight by more than 12 hours, a change of UK departure airport - excluding changes between London airports, London, Ebbsfleet and Ashford stations and between Dover/Folkestone ports. A delay to your flight that we need to make within 24 hours before you are due to depart will not be considered a major change unless the delay is for more than 24 hours. These changes are only examples and there may be other significant changes which constitute major changes.

If we tell you about any of these changes after we have confirmed your holiday booking, you may either

- accept the new arrangements offered by us, or
- accept a replacement holiday from us of equivalent or similar standard and price, at the date of the change, if we are able to offer you one. We may offer you a replacement holiday from another company in our group. Should you choose this option the terms and conditions of your holiday will not change and these conditions will still apply to your booking, or
- cancel your holiday with us and receive a full refund of all monies paid.

Either way, we will pay you compensation, using the Compensation table shown, unless the change is for reasons beyond our control, see the 'Important Note – Events Beyond Our Control', and we will always refund the difference in price if the replacement holiday is of a lower standard and price, at the date of the change.

This standard payment will not affect your statutory or other legal rights. We will only make one payment for each full-fare-paying adult in the holiday booking. Any children not paying the full adult fare will receive 50% of these amounts. Children using a free child place will not receive any standard payment.

Compensation	
Any compensation payable will be on these scales based on how many days before your booked holiday departure we tell you of a major change.	
Period before departure when a major change is notified	Compensation payable per person
More than 84 days	0
83-29 days	£10
28-15 days	£20
14-8 days	£30
7-0 days	£40

If The Change Is Not Acceptable To You

If any major change indicated above is not acceptable to you, you can cancel your holiday booking. In this case, we will refund all the money you have paid us and will pay you compensation, as shown above, depending on how many days before your holiday we tell you about this change unless the change is for reasons beyond our control - see 'Important Note - Events Beyond Our Control'. This standard payment will not affect your statutory or other legal rights.

Important Note – Events Beyond Our Control

Events beyond our control include but are not limited to: war, threat of war, riots, civil disturbances, terrorist activity and its consequences, industrial disputes, any failure to secure relevant flying rights, natural and nuclear disasters, fire, epidemics, health risks and pandemics, unavoidable and unforeseeable technical problems with transport for reasons beyond our control or that of our suppliers, closed or congested airports or ports, hurricanes and other actual or potential severe weather conditions, and any other similar events.

In February 2005 a new Europe-wide law relating to denied boarding, delays and cancellation of flights came into force. This law granted rights to passengers including in certain circumstances the right to cancel their flight and receive reimbursement of the cost of the flight from their airline. Full details of these rights is publicised at EU airports and is also available from affected airlines. You should note that reimbursement of the cost of a flight that forms part of your holiday is the responsibility of your airline and will not automatically entitle you to reimbursement of the cost of your holiday from us.

5. What Happens To Holiday Complaints

We can usually sort out any complaints you may have. But if we cannot agree, you can use ABTA's scheme for the resolution of disputes which is approved by the Chartered Trading Standards Institute and available from www.abta.com. If you made your booking online you can also access the European Commission Online Dispute (ODR) Resolution platform at <http://ec.europa.eu/consumers/odr/>.

YOUR FINANCIAL PROTECTION

When you buy an ATOL protected flight or flight inclusive holiday from us you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong. We, or the suppliers identified on your ATOL Certificate, will provide you with the services listed on the ATOL Certificate, or a suitable alternative. In some cases, where neither we nor the supplier are able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative, at no extra cost to you. You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme, or your credit card issuer where applicable. If we, or the suppliers identified on your ATOL Certificate, are unable to provide the services listed - or a suitable alternative, through an alternative ATOL holder or otherwise - for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to - or confer a benefit on - you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent, or your credit card issuer where applicable. You also agree that any such claims maybe re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.

All money accepted from you by a travel agent acting as our agent is held by that agent on behalf of and for the benefit of the Trustees of the Air Travel Trust at all times, but subject to the agent's obligation to pay it to us for so long as we do not fail. If we do fail, any money held at that time by the agent, or subsequently accepted from you by the agent, is and continues to be held by that agent on behalf of and for the benefits of the Trustees of the Air Travel Trust without any obligation to pay that money to us.

The Package Travel and Linked Travel Arrangements Regulations 2018 require us to provide security for the monies that you pay for the package holidays booked from us and for your repatriation in the event of our insolvency. We provide this security by way of an ATOL (number 2524) administered by the Civil Aviation Authority Gatwick Airport South, West Sussex, RH6 0YR, UK, tel: 0333 103 6350, email: claims@caa.co.uk and a bond held by ABTA (V5126), 30 Park Street London, SE1 9EQ, tel: 0203 758 8779, email: consumerprotection@abta.co.uk for packages that do not include flights. Calls from UK landlines cost the standard rate, but from mobiles may be higher - check with your network provider.

6. Our Responsibility For Your Holiday

We will arrange for you to receive the travel services that make up the holiday that you choose and that we confirm. These services will be provided either directly by us or through independent suppliers contracted by us. Except where we are a Booking Agent we are responsible for making sure that each part of the holiday you book with us is provided to a reasonable standard and as was advertised by us, or as changed and accepted by you. If any part of your holiday is not provided as described, we will pay you compensation, if appropriate, unless this is due to reasons beyond our control. See 'Important Note – Events Beyond Our Control'. We have taken all reasonable care to make sure that all the services which make up your holiday advertised by us are provided by efficient and reputable businesses. These businesses should follow local standards. However, overseas safety standards are generally lower than in the UK, for example few hotels yet meet EC fire safety recommendations even in Europe.

7. Personal Injury

If you suffer injury, illness or death directly as a result of the services provided as part of your holiday, we may make a payment to you. We will not make any payment if your injury, illness or death was caused by an event or circumstances which the person who caused it could not have predicted or avoided even if they had taken all necessary and due care. We will not make any payment if your illness, injury or death was your own fault. If we do make a payment, it will be similar to one you would receive under English law in an English court.

We will make such payments for injury, illness or death on the basis you are expected to accept

1. You must tell us and the supplier involved about your injury or illness and complete a report form while you are in the resort - see section 13. You should also write to our After Travel Customer Support at the address given in our A-Z Guide (www.tui.co.uk/a-zguide) about your claim within 3 months of coming home from your holiday to allow us to investigate it properly and co-operate with us so as to enable us to carry out such investigation. Please include a letter about your injury or illness from your doctor.
2. You should transfer to us any rights you have against the supplier or any other person.
3. You should co-operate fully with us if we or our insurers want to enforce those rights.
4. Any payments we make may be limited in accordance with international conventions.

We ask you to transfer your rights to us so that we can claim back from suppliers any payments we make to you, plus any legal or other costs. We will not make a profit from this. If we get back from the supplier more than we have paid you plus these costs, we will give the extra money to you.

Where you or someone on your holiday is in difficulty, we will give you appropriate assistance without undue delay by:

1. providing appropriate information on health services, local authorities and consular assistance; and,
2. assisting you to make distance communications and helping you find alternative travel arrangements.

We reserve the right to charge a fee for such assistance if the difficulty is caused intentionally by you or through your negligence, but any fee charged will be reasonable and will not exceed the actual costs we incur.

If you or someone on your holiday booking is injured, falls ill or dies while taking part in an activity which is not part of the holiday, or you need to incur unpredictable extra expenses for which we are not liable because the event is beyond our control - see 'Important Note – Events Beyond Our Control' - we will, where appropriate and subject to our discretion, try to help if we can. We may help everyone on your holiday booking up to a total cost to us of £5,000 provided the following conditions are met.

1. You must ask us for help within three months of coming back from holiday.
2. You must make a claim under your insurance policy's legal expenses or other appropriate section. You must show us proof that your insurance company has received your claim and, if you get back the cost of legal or other expenses, you must repay us any money we have spent in helping you.

8. Excursions

From time to time we may introduce you to reputable third party suppliers of excursions or other leisure services. If you choose to enter into a contract for the provision of excursions or other leisure services, your contract will be with that supplier directly and we act only in the capacity of an agent, and therefore will have no liability for the proper performance of that contract. The terms and conditions in this "Our Agreement With You" will not apply to any contract for the provision of excursions or other leisure services.

Your Agreement With Us

9. Your Contract

By asking us or your travel agent to confirm your booking, you are accepting on behalf of all persons travelling on this booking that the terms of this Agreement, which incorporate the information, restrictions and obligations set out in our A-Z Guide, and the conditions of any terms and conditions of carriage – see Conditions of Your Ticket – constitute the entire agreement between us with regard to your booking and your travel arrangements. You also consent to our processing personal information about you and other members of your party. Where the context permits, reference to "you" and "your" will include you and all persons travelling on this booking. Your contract with us shall be governed by and construed in accordance with the law of England and Wales. You agree to submit to the exclusive jurisdiction of the courts of England and Wales over any claim or matter arising under or in connection with your contract with us. You may however choose to submit to the law and jurisdiction of Scotland or Northern Ireland if you are resident in either of these jurisdictions but not to any other law and/or jurisdiction.

It is a condition of booking that you and all members of your party provide certain information that may be sent to governmental authorities and border control and security agencies for the purpose of security and counter terrorism. This is known as Advanced Passenger Information, sometimes known as APIS. In the US this may be referred to as Secure Flight and applies for flights to and from the US plus certain flights that overfly the US. The information you must provide will include, but not be limited to, full name - as shown in your passport or travel document, gender, date of birth, travel document type, number, country of issue and expiry date, and for travel to the United States, your country of residence and the address for your first night's stay. You must provide this information to the airline between 6 months and 24 hours before departure, or between 6 months and 3 days before departure if you're going to the United States, Mexico or Jamaica. For TUI Airways flights you can do this by visiting <http://eapi.tui.co.uk> or by calling 0203 451 2706. Calls from UK landlines cost the standard rate, but from mobiles may be higher. Check with your network provider.

It is your responsibility to comply with all passport, visa and other immigration requirements. Your passport and travel documents must be intact; you may be refused travel if they are damaged or have been tampered with. We do not accept any responsibility if you cannot travel because you have not complied with these requirements.

10. Paying For Your Travel Arrangements

You will be required to pay a deposit to us for each person when you book unless this is within 12 weeks of departure when the full amount for the booking is payable. The deposit amount will be specified by us or your travel agent when your booking is made. If it is not specified then it will be the amount that we ask you to pay when you book, even if this is 100% of the holiday price. If you pay less than the deposit under a low deposit booking scheme, then this is only part of the deposit referred to in this paragraph. The remaining deposit will be due on cancellation or date specified at time of booking or on your confirmation invoice. Please note your booking deposit may be increased or there may be a charge payable for some accommodation, holidays or flight bookings where it is necessary to secure specific facilities with full payment at the time of booking e.g. weddings, coach touring and specific types of airline tickets. Once confirmed, the booking deposit, additional charges paid and insurance premiums will not be refunded in the event of cancellation except in the circumstances specified in Sections 2, 3 or 4 or as otherwise required by law. This is your only commitment until 12 weeks before you go. Within 2 weeks of booking, we will send you a Confirmation Invoice showing how much you owe us. You must pay the amount on the last Invoice issued by us at least 12 weeks before you go on holiday. If you don't, we reserve the right to treat your booking as cancelled and to charge you a cancellation charge up to 100% of the total on that last invoice, in accordance with section 12.

If you pay money for your booking to a travel agent appointed by us, they will hold that money as our agent from the time they receive it until they pay the money to us. Telephone bookings may incur an additional charge, check at time of booking. We do not accept personal cheques, only building society and bankers' drafts will be accepted.

If you pay by direct debit we will provide you with a confirmation setting out the payment amounts and due dates by which these payments will be made by you. The full payment will be required by 14 weeks before you go on holiday. In the event of two failed attempts to collect any direct debit payment we will cancel the direct debit mandate and you will be required to make payment by another method as detailed above.

11. If You Change Your Booking

1. You must ensure all names and details are entered correctly at the time of booking. You will receive an invoice once your booking is confirmed and must contact us straight away if there is something that you need to correct, or if you don't receive an invoice within 7 days of confirming your booking.
2. Subject to Section 11.4, you may transfer your booking to another person providing the following conditions are met:
 - You provide us with at least 7 days notice, and authorise the change in writing (which includes email)
 - The new lead passenger accepts the transfer and the terms of Our Agreement
 - That person complies with the terms of the existing booking
 - That person has valid holiday insurance – you cannot transfer your holiday insurance to the new lead passenger.We'll charge amendment fees to change a name on a booking outside 14 days to departure; these will be added to the new invoice. The new lead passenger, and you should they fail to pay, will be responsible for the payment of any balance due on that new invoice.
3. We charge an 'Amendment Fee' for each detail of your booking we allow you to change, see guide to our amendment fees table below. Please note that more major changes, including but not limited to, travelling later than planned, changes which lower the basic price of your holiday, and changes which result in your holiday ceasing to be a Package Holiday will be treated as a cancellation and incur the appropriate charges in line with Section 12.
4. Certain airlines and other transport providers treat changes as a cancellation and charge accordingly, up to 100% of the cost for that part of the arrangement. Where applicable these charges will be passed on to you.
5. When changing your holiday details, the price of your new travel arrangements will be based on the price that applies on the day you make the change. These prices may not be the same as when you first made your booking. Some accommodation is priced according to the number of people staying there. If your party size changes, we'll recalculate your booking cost based on the new number of people going. If fewer people share the accommodation, then the cost per person may go up. This extra cost isn't a cancellation charge, and it isn't normally covered by insurance.

6. Some arrangements cannot be removed once they have been added to your booking. These include: transfers, flight options, children's activities, accommodation options such as room/board upgrades and late checkout rooms. Certain extras, such as excursions, theme park tickets and airport extras may be non-refundable. We will make this clear when you book those arrangements, please check with us if you are unsure at the time of booking. A £50 per booking charge will be applied if you cancel car hire insurance more than 14 days after the initial holiday booking.

Guide To Our Amendment Fees

Change	Days left to Departure		
Changes	29+	28-15	14-0
To change a name, passenger or passenger type	£25 per person		
To change accommodation, flight time, airport, duration and/or to travel earlier than planned*	£50 per person	90% of original cost	100% of original cost
To travel later than planned	Cancellation charges apply - see section 12		

* please note there won't be any reduction in the price you pay, even if your new travel arrangements are cheaper than the original booking.

12. If You Cancel Your Booking

If you want to cancel your booking, or part of it, you must contact us as soon as possible. If you have made your booking through a Travel Agency, your agent must advise us of your request to cancel. Once your booking has been cancelled you can expect to receive a cancellation invoice within 14 days. If you don't please contact us. To cover the cost of processing your cancellation, and to compensate us for the risk that we may not be able to resell your travel arrangements, we'll make a cancellation charge on the scale shown below. You are responsible for paying this charge.

Your deposit is non-refundable, even if the cancellation charge calculated is lower than the deposit amount paid. Where extra facilities or transport options, see Sections 10 and 11.4, are non-refundable, in part or in full, the cost of these will be added to the cancellation charge you have to pay.

If you booked using a Low Deposit Offer, the full deposit amount stated on your confirmation invoice will need to be paid upon cancellation.

The cancellation charge may be higher for certain travel arrangements, such as coach tours or scheduled airfares. Please ask for details of cancellation charges when you book and check your insurance policy to see if you'd be covered for the cost of any cancellation charges.

Guide To Our Cancellation Charges

These charges are based on how many days before your booked departure we receive your cancellation notice, and are a percentage of the total cost of your booking, not including your insurance premium. If you want to cancel one or more passengers on the booking you'll have to pay a proportion of the applicable cancellation charge for those passengers.

Period before departure when notice of cancellation is received	% of total booking price
70 days or more	Loss of deposit
69-63 days	30%
62-49 days	50%
48-29 days	70%
28-15 days	90%
14-0 days	100%

13. If You Have A Complaint

You must inform us without undue delay, taking into account the circumstances of the case, of any lack of conformity which you perceive during the performance of the travel services included in the package travel contract. If you have a complaint whilst away, you must immediately notify the supplier of the service in question (e.g. your hotelier) and our resort representative and complete a report form whilst in resort. If they are unable to resolve the problem, or a member of our staff is not available, you should contact us straight away by phone/fax/email and we will endeavour to assist. If you are still not satisfied on your return home, you must write to our After Travel Customer Support at the address given in our A-Z Guide, within 28 days of returning from your holiday to allow your complaint to be investigated properly. Please write your holiday reference number on your letter, and include all relevant information, as well as your daytime and evening telephone numbers. 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 may affect your rights under this contract.

14. Online Check-in

You can check in online prior to departure if your flight is provided by TUI Airways. When checking in online you will be required to provide your advanced passenger information. Just so you know, if you choose not to use our online check-in service, we reserve the right to charge a fee for airport check-in.

15. Your Conduct

We reserve the right to refuse to accept you as a customer or continue dealing with you if we, or another person in authority, believe your behaviour is disruptive, causes unnecessary inconvenience, is threatening or abusive, you damage property, you upset, annoy, disturb, or put any other traveller or our staff or agents in the UK or resort in any risk or danger, on the telephone, in writing or in person. If the Captain of your flight or cruise ship or any of our resort staff or agents believes that you could be disruptive or that you are suffering from a contagious disease, they can also refuse to let you proceed with your travel arrangements, restrict your movements on board, disembark you from a ship or aircraft, or remove you from your accommodation or excursion. If you are disruptive and prevented from boarding your outbound flight in the UK, we will treat your booking as cancelled by you from that moment, and you will have to pay full cancellation charges (see section 12). If this occurs overseas then you will become responsible for your own return home and any other members of group who cannot or will not travel without you. We will not be liable for any refund, or compensation or any costs or expenses you incur. If you are refused carriage because of your behaviour, or you are under the influence of alcohol or drugs, your airline may pass on your details and date of the refusal of carriage to other airlines for their information. This in turn may make it difficult for you to book other airline tickets. In any of these circumstances no refunds or compensation will be paid to you. As a result of your behaviour during any stage of your holiday including on an aircraft, transfer, in any accommodation, cruise or excursion, we reserve the right to make a claim against you for any damages, costs and expenses (including legal expenses) incurred as a result, including but not limited to (i) cleaning, repairing or replacing property lost, damaged or destroyed by you, (ii) compensating any passenger, crew, staff or agent affected by your actions and (iii) diverting the aircraft or cruise for the purpose of removing you. Criminal proceedings may also be instigated. For the purposes of this section reference to "you" or "your" includes any other person in your party.

16. Your Accommodation

Any accommodation we arrange for you must only be used by those people named on your Confirmation Invoice, or on latest Amendment Invoice issued. You are not allowed to share the accommodation or let anyone else stay there. You are responsible for the cost of any damage caused to your accommodation or its contents during your stay. These charges must be met by you and may have to be paid locally.

17. The Conditions Of Your Ticket

When you travel by air or by sea, your journey may be subject to certain international conventions such as the Warsaw Convention, Montreal Convention or Athens Convention. You agree that the transport company's own 'Conditions of Carriage' will apply to you on that journey. When arranging this transportation for you, we rely on the terms and conditions contained within these international conventions and those 'Conditions of Carriage'. You acknowledge that all of these terms and conditions form part of your contract with us as well as with the transport company. You can ask us or the travel agent booking your holiday to provide you with a copy of any of the conditions applicable to your journey. The airline's terms and conditions are available on request and the cruise conditions of carriage are available at www.tui.co.uk/cruise. We will tell you the identity of the air carrier when you book with us and if it is not known at that time or subsequently changes we will inform you as soon as possible and no later than at check-in.

18. Contacting You

If you book via our website or have opted in other circumstances for us to contact you via e-mail, we will communicate with you using the e-mail address you have provided. For example, to provide your e-confirmation, e-ticket, e-cancellation, etc. We will assume that your e-mail address is correct and that you understand the risks associated with using this form of communication. You may still have to contact us via our call centre or in writing as required in our terms and conditions.



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