

ANNECY LAKESIDE HOLIDAYS TERMS AND CONDITIONS

1 Booking and documentation

1.1 Deposits

The following deposits are required (unless booking occurs within balance payment period – see 1.3):

30% Deposit

Deposits are non refundable.

1.2 Confirmation of Booking

Upon receipt of your completed booking form and deposit we will send you a confirmation invoice, together with any other information applicable at this stage.

1.3 Payment of Balance

The full payment is due 12 weeks before travel commences. The balance payment date will be notified on the confirmation invoice and no reminder will be sent.

1.4 Travel Documents

Itinerary and other background information will be sent to you in good time before commencement of the holiday.

NB it is imperative for flight and other overseas travel that personal information provided is per the traveller's passport. You must check official documentation and report inaccuracies immediately. Failure to do so may result in a financial penalty.

1.5 Damage Deposit

A damage deposit will be required three weeks before you travel this should be paid by cheque or credit card we have the right to cash the payment if any damage has been caused to the property by either you or your party. If no damage is caused your payment will be sent back 28 days after your departure. Damage deposit amounts are as follows:

T1 & T2 = £200, T3 = £250,

T4 & T5 = £400, T6 & T7 = £300,

T8 = £400, T9 = £500,

T10 & T11 = £600.

1.6 Cleaning Deposit

A refundable cleaning deposit will be taken at the time of booking if you decide not to pay for an end of stay clean. We will refund this deposit if the property is left clean and tidy.

End of Stay cleaning costs:

T1 & T2 = £30, T3, T4 & T5 = £40

T6, T7 & T8 = £50 T9, T10 & T11 = £80

2 Changes to itinerary

2.1 Changes by Anancy Lakeside Holidays

At the time of publication all information in our brochure/website has been checked and is, to the best of our knowledge, correct. However, for reasons beyond our control, changes may need to be made to flight times and properties. We cannot therefore guarantee that itineraries and programmes will be followed as published, and we reserve the right to make alterations. Significant alterations will be advised as soon as practical, and if alternative arrangements are unsuitable you may cancel and receive a full refund.

2.2 Changes by you

Once a booking has been confirmed passengers must use the property, dates and duration as stated on your confirmation Invoice. If you wish to change any of the above details this will incur a £30 administration fee and any other relevant charges.

2.3 Special Requests

Any special requests made on your booking form will be noted and we will do our best to provide these for you. We cannot, however, guarantee to comply with your request.

3 Cancellation

3.1 Cancellation by you

Should you have to cancel your holiday, you should notify us in writing advising us of the reason for cancellation. The scale of cancellation charges is calculated according to the number of days prior to departure that we receive written notice.

3.2 Cancellation Charges

More than 84 days prior to departure, loss of deposit only 84 - 56 days prior to departure 66% of total fee 55 days or less prior to departure 100% of total fee.

4 Your responsibility to the property

We would like to remind you that the majority of the properties that we use are people's homes therefore please take note of the following conditions.

4.1 Care and Cleaning

Properties should be left as you found them upon arrival which means: The kitchen, crockery, cooker, fridge and so forth should be clean. Floors must be cleaned and bathroom and bedrooms should be left clean and tidy. If you have hired linen this should be left inside the property by the front door. If you have not paid for an end of stay clean then you are responsible for the cleaning of the property. If the property is left untidy we will not refund your cleaning deposit.

4.2 Damages

If you or your party damage the property in any way the damage must be reported before you vacate the property by contacting the representative who you dealt with upon arrival. If upon arrival you notice any damages you may contact the representative and report the damages this will clear yourselves as the damage was likely caused by the previous occupiers.

5 Limit of Liability

Anancy Lakeside Holidays acknowledges responsibility for the correct description of services offered in this brochure and for the preparation of the travel arrangements. Only limited responsibility for the performance of the services provided by airlines, coaches, ferries, hotels, agents and other suppliers can be accepted by Anancy Lakeside Holidays.

No responsibility is accepted for loss or expenses due to sickness, weather, strikes, war,

Quarantine, negligence, loss of baggage or other causes, such losses being the

Responsibility of the traveller and for certain of which insurance is available.

5.1 Travel Insurance

We strongly advise you take out comprehensive travel insurance, including cover for cancellation and repatriation in the event of accident or illness. Anancy Lakeside Holidays reserve the right to refuse a booking if there is no valid, adequate medical and repatriation insurance.

5.2 Personal effects

You are expected to carry and check your own luggage at all transfer points. You are also responsible for your personal effects throughout the duration of the holiday

5.3 Visa and health

You are responsible for contacting the relevant authorities regarding statutory visa and health requirements appropriate to your destination. You are also responsible for ensuring your passport is valid for the period required for entry into your destination country. Information provided by Anancy Lakeside Holidays is for guidance only.

5.4 Fitness to travel and special provisions

It is necessary to advise of any special requirements related to diet or mobility in order for us to enquire as to special provisions and reasonable adjustments which can be made to facilitate participation on the holiday.

6 Responsibility, law and jurisdiction

6.1 Tour Operator's Licence

Anancy Lakeside Holidays is a recognised tour operator and holds an Air Travel Organiser's Licence – ATOL 6190 – issued by the Civil Aviation Authority (CAA).

The air holidays and flights advertised on our website and in our brochure are ATOL protected by the Civil Aviation Authority. In accordance with their requirements we have deposited a travel bond which secures all money paid by you. In the unlikely event of our insolvency, the CAA will ensure that you are not stranded abroad and will arrange to refund any money you have paid us for an advance booking.

6.2 Complaints

If you have a complaint, Anancy Lakeside Holidays must receive notification in writing not later than 10 days after the end of the holiday.