



HOW TO BOOK YOUR HOLIDAY

1. See your local travel agent

They will be happy to give you the best information and make the necessary reservation for you. Our Balkan On Line Service System is open from 06:00 to 22:30, 7 days a week. Displayed on their screens will be the latest availability, with clear displays of flights, room facilities, and prices.

2. Phone us on 0845 130 1114

Our Reservations Department is open from 09:00 to 19:00 Monday to Friday, from 09:00 to 17:00 on Saturday and 11:00 to 16:00 on Sunday (January - August). Whichever way you choose to book, please ensure that you are given a booking reference number, as without this your booking will not be valid.

3. Visit our website

By visiting our website at www.balkanolidays.co.uk you can check availability and book with total peace of mind at your own convenience.

Getting There!

FLIGHTS FROM 17 UK AIRPORTS

For Summer 2019, we will be operating flights from Aberdeen, Belfast, Birmingham, Bristol, Cardiff, Doncaster, East Midlands, Edinburgh, Gatwick, Glasgow, Humberside, Leeds-Bradford, Luton, Manchester, Newcastle, Norwich and Stansted. Our summer charter programme will be operated by BH Air. Scheduled flights will be with Croatia Airlines, Bulgaria Air, Adria Airways, Montenegro Airlines and others. Aircrafts used will be mostly Boeing 737, Airbus 319 and Airbus 320. Airline details will be provided on passenger itineraries issued at time of ticket dispatch (flight routing confirmed at time of check-in). Please note: Flight times are compiled many months in advance and are subject to alteration. Specific arrangements will be sent with your tickets. Check these carefully and contact us at once with any queries.

Important: API (Advance Passenger Information) is required for some holidays and flights no later than one month before departure or at the time of booking, please check our website or call Reservations for latest information.

If you are travelling on our charter flights to Bulgaria, you can add on any of the following services:

Pre-book your aircraft seating* You can pre-book seats together at a cost of £5.00 per seat per way. This service is available on our charter flights to Bulgaria only, and must be booked at least 8 days before departure. You will be informed of your seat number on arrival at check-in. Please note seats reserved may be across the aisle. Subject to availability specific seats may be reserved at £10 per seat, per way and first row seats are £15 per seat per way.

Extra legroom & emergency exit seats* You can reserve extra legroom seats from £15.00 per seat per way. Some front row extra legroom seats are adjacent to the emergency exits. It is a Civil Aviation Authority requirement that customers aged 18 years and over occupy these seats. For safety reasons, these are only available to passengers who are able bodied and of suitable size. Extension seatbelts cannot be provided on emergency exit rows. You must have no medical conditions and, in the opinion of the cabin crew or check-in staff, have the strength and full mobility to open the emergency exit door. Only a limited number of extra legroom seats are available, which can be booked up to 4 days prior to departure (valid on charter flights to Bulgaria only).

Higher charges at the airport would apply for all above seating options.

Golf club & bike carriage* If you are planning to take your golf clubs or bike with you on holiday, it is advisable to pre-book "Golf Club & Bike Carriage" in order to secure the best price and guarantee your carriage, as there is only a limited space on the aircraft. Golf Club Carriage = £25 per set of clubs (return); Bike Carriage = £40.00 per bike (return). These are available to book anytime but no less than 3 days before your departure.

Excess baggage* The charges for extra kilos for your luggage allowance at the airport can be high. Therefore, if you are concerned about going over your standard checked-in allowance of 20kg you can always pre-book an additional allowance of "Excess Baggage". 5kg extra allowance is £20.00, 10kg extra allowance is £40.00. It is available to book anytime but no less than 3 days before your departure.

CHECK-IN

Avoid big queues at the airport and get to the check-in on time. You must get to the airport at least 2 hours before your flight is due to leave. If you don't, the airline could refuse to take you and you will be responsible for any alternative travel arrangements.

PREGNANCY

Airline Regulations state that women 28 weeks or more into pregnancy at the time of return travel, must have a medical certificate of fitness to travel. Normally after 32 weeks permission to travel is refused.

LUGGAGE

On most flights advertised in this brochure for package holiday the allowance per person is (excluding infants): Hold luggage up to 15-20kg (certain carriers restricted to 1 piece), infants 10kg on BH Air charter flights to Bulgaria only, hand luggage - 1 piece weighing up to 5kg, confirm luggage allowances at time of booking. We cannot guarantee we will be able to transfer wind surfs, bicycles, surfboards or other oversized and unconventional luggage to your accommodation. Please make your own arrangements for this or call our Reservations department at least 2 weeks before departure to check if the airline will accept the equipment. You should also have insurance for these items and pay the excess luggage charged by the airline. Airlines have strict rules on carrying certain items on the aircraft. All hand baggage will be x-rayed at the airports, so if you have any odd shaped items, scissors, penknives or toy

OPTIONAL BOOKINGS

For early bookers who don't want to make the booking "definite" straight away, we will hold your reservation as an option until the close of business on the following working day. After this time, the booking will automatically lapse. Although this will not always be possible on holidays to Croatia, Montenegro & Slovenia depending on your chosen airline.

CONFIRMATION

The holiday is confirmed, and a confirmation invoice will be issued, as soon as the verbal confirmation is given over the telephone, or your travel agent confirms the booking on Viewdata. For further details please see our Booking Conditions on pages 192-194.

LATE BOOKINGS

Any booking made 8 weeks* or less before departure is classified as a late booking. There are no options available on late bookings, and the full balance (plus insurance premiums if required) should be forwarded to us. All bookings made within 10 days* of departure are subject to £15 per person late booking fee.

*Not counting the day of departure

TOTAL PEACE OF MIND

We have over 52 years' experience in the business and for your complete financial protection we are members of ABTA (membership number V089X) and the Air holidays, and flights in this brochure are ATOL protected by Civil Aviation Authority (ATOL number 252). Balkan Holidays Ltd is an Appointed Representative of ITC Compliance Ltd which is Authorised and Regulated by the Financial Services Authority (FSA). We always do our utmost to ensure brochure accuracy. All prices and offers shown here are subject to change or withdrawal without notice, however you will be informed of any changes relevant to your holiday at the time of booking. See pages 192-194 for details.

Please read our booking conditions before booking a holiday!

guns for example, or any sharp objects such as dart or metal nail files, expect to have your bag examined and those items confiscated. Films and camera equipment are safe in hand luggage, but not in the bag your check-in to the hold.

LOST & DAMAGED LUGGAGE

In the unlikely event that your luggage is lost, damaged or interfered with whilst in transit with the airline, it is important that you obtain and fill out a PIR (Property Irregularity Report) form BEFORE you leave the airport building. You should take a copy of this for your records. You will also need to keep your airline tickets and the luggage sticker received at the check-in desk. If you fail to obtain a PIR form, the airline will not accept responsibility for any loss or damage and insurers may not accept a subsequent claim. The terms of the carrier will be applicable.

FLIGHT DELAYS

In the event of a flight delay, it is the responsibility of your airline, and not your tour operator, to keep you informed and to provide you with meals and refreshments in accordance with EU Regulations (copies are available at the airline counter), and subject to operational suitability. Further, in the case of an extended delay, it is the responsibility of the airline, and not your tour operator, to make arrangements for overnight accommodation, subject to availability and operational feasibility. We recommend you check your travel insurance policy for any flight delay cover you may have under your policy. Please note that any flight-delay related claim you may wish to make under EU Regulations 261/2004, must be addressed to the airline concerned, and not Balkan Holidays, as these Regulations apply strictly to the airline, and not your tour operator.

The above is without prejudice to your rights against the airline under the Denied Boarding Regulations 261/2004.

AIRPORT SERVICES

Servisair's Executive Lounge offers a welcome refuge from airport crowds. A complimentary bar and beverage service is provided with a full range of quality newspapers and magazines, all served by impeccably uniformed staff. This exclusive package is available at selected airports at the bargain price of £20.00 per person. Please contact our Reservations Department for more information.

Holiday Extras offer overnight accommodation and airport parking for the duration of your holiday. Prices for hotels and parking are available on request (these services are subject to availability and confirmation at the time of booking and are subject to Holiday Extras booking conditions). Please contact Reservations for further details.

Deep Vein Thrombosis - It is well known that long periods of immobility can contribute to the condition of Deep Vein Thrombosis (DVT). There are a few simple steps you can take to reduce susceptibility; drink plenty of water, take on minimal alcohol and move around as much as possible during the flight by doing simple foot and leg exercises. For more information, please see your "Summer Holiday Guide" enclosed with your travel documents.

*Prices are subject to change without prior notice.



Your contract is with Balkan Holidays Ltd, trading as Balkan Holidays, a member of ABTA (member No. V089X) and licensed by the Civil Aviation Authority (ATOL No. 0252). Your contract is governed by English law and is subject to the exclusive jurisdiction of the courts of England and Wales [subject to clause 17 (Law and jurisdiction) below]. Any reference to a package holiday is a reference to a package as set out in the Package Travel, Package Holidays and Package Tours Regulations 1992 for bookings up to 30 June, 2018 and as set out in the Package Travel Directive (2015/2302/EU) for bookings taken from 1st July 2018. No employee of this company has the right to vary these booking conditions. These terms [together with the information set out below, within our brochures and any other terms we provide to you, which may include the terms of third party suppliers, such as transport providers] form the contract between you and Balkan Holidays. By making a booking with us you agree to accept these terms. Should you book any excursions or activities as part of your holiday, you will enter into a separate contract with the provider of those services (see clauses 9, 'Our liability to you' and 25, 'Excursions' in our booking conditions below).

WHAT OUR PACKAGE HOLIDAY PRICES INCLUDE

• Air and coach travel to and from the resorts as detailed.

Coach transfers require a minimum number of passengers to operate, there may be a supplement if the minimum number is not reached or we may need to combine transfers for flights with similar schedules. Coach transfer times are the approximate journey times.

- A luggage allowance per person (excluding infants) is: Hold luggage up to 15-20kg (certain carriers restricted to 1 piece), infants 10kg on BH Air charter flights to Bulgaria only, hand luggage - 1 piece weighing up to 5kg, allowances confirmed at the time of booking.
- Accommodation and meals as described.
- All known current airport and security charges.
- Services of local representative or agent at holiday centres (clients booked for accommodation only or hotels presented on the website will not receive a visit).

NOT INCLUDED IN YOUR PACKAGE HOLIDAY (unless otherwise specified)

- Transportation between your home and the UK airports, portage to and from check-in desks at the airports and the holiday hotels.
- The cost of personal items such as laundry, drinks, telephone calls and minibar unless stated.
- Costs of visas where required (for non-British citizens - see further details on this page).
- Holiday insurance. See details of our excellent scheme on page 194.
- In-flight meals on most of our flights
- Use of the air-conditioning in certain hotels
- Use of sunbeds, parasols and other facilities in the hotel, around the swimming pools and on the beach
- Use of safety deposit boxes in hotels
- Use of local resort's transport
- Charges made for collection of tickets at your departure airport
- Supplements resulting from current unknown taxes and costs, if applicable at the time of your booking
- Cost of damages to apartments and hotels
- Car hire
- Airport parking
- VIP airport lounge
- Pre-bookable holiday extras

EXTRAS TO PAY

The following facilities will usually incur a local charge unless otherwise stated in the hotel descriptions: Babysitting, use of swimming pools, water slides, sunbeds and parasols, table tennis, pool tables, health centres, entry to discos/night clubs, use of a gym/sauna, etc. In addition, there is usually a small charge to pay for all public toilets, even those located in hotels. Some hotels offer beach / pool towels against a refundable deposit.

HOLIDAY EXTRAS

We offer our clients the possibility to pre-book holiday extras such as airport parking, VIP airport lounges, pre-bookable flight seats and car hire. The holiday extras which we offer can only be booked through an independent and separate company and do not form part of our travel services or holiday packages. Any excursions or in-resort services purchased in resort from third-party suppliers do not form part of our travel services or holiday packages.

ACCOMMODATION

Balkan Holidays categories:

All properties in the brochure have been given a Balkan Holidays rating. This is based on our company knowledge only, so please do not compare it with other countries such as Spain or Britain as our destinations are totally different. Our references allow you to pick the best hotel to suit your needs and budget.



Basic and no-frills, but good value for money. You will not have a TV or phone, rooms and bathrooms will be small. Perfect for the value-conscious holidaymaker who spends the day out and about. Only a few hotels have swimming pools.



Standard accommodation with in-house facilities. Rooms generally have both TV and phones. Please read through descriptions carefully, as

some properties have better rooms with fewer facilities, and vice-versa. Most hotels will offer the use of a swimming pool.



Modern, large hotels with lots of facilities. Rooms and bathrooms are spacious and well equipped. If comfort and convenience are important, then go for this standard of accommodation!



As the category suggests, these hotels offer excellent service and luxurious accommodation with a superb range of facilities.

Certain hotels fall between two categories; here, we have added a PLUS to aid your decision making.

Apartments - all apartments featured have a kitchenette with hot plates or microwave and fridge. The bedrooms usually have a double bed and the extra beds are usually of a sofa/camp type in the living room. In some studio apartments, the bed may be of sofa type. Baby cots are not available in most of the apartments. The furniture in the apartments may be different, pictures are for illustration only. Some apartments require a holding deposit upon arrival, which will be refunded in full at check-out, minus the cost of any breakages that may occur during your holiday.

Only from Balkan Holidays / Exclusive for BH customers from the UK Package holidays from the UK in these hotels are available only with Balkan Holidays.

Check-in / check-out

Checking-in and checking-out times vary slightly from resort to resort, but generally are as follows: check-in from 14:00 (on occasions it may be later); check-out on the last day of your holiday is 10:00 in apartments and midday in hotels. In some cases, you may have to wait to access your accommodation depending on your flight arrival time or have several hours before your homeward flight departs. Wherever possible a room will be made available for changing and storing luggage. Sometimes a hotel may let you keep your room (arrange in resort) at a local charge. This is not normally possible with apartments.

Bathrooms - a typical bathroom in our destinations is small and consists of a toilet, a basin and a shower with no curtain or tray, and a central drain in the floor. This is typical! If you need a larger bathroom this may be available at a 4 or 5-star property and booking a room with a bath (there is always shower over the bath).

Lifts - If a hotel offers lift facilities, be aware that it may be withdrawn from time to time for essential maintenance work. Please note that the withdrawal of such facilities is outside of our direct control. Many lifts offered may commence on a floor other than ground level and may be reached by stairs.

Dress Code - Please note that men are expected to wear long trousers in the hotel restaurants during the evening, this applies to all hotels in our brochure.

HOTEL MEALS

The board arrangement for each hotel or holiday is clearly shown in the hotel description. Bed and Breakfast denotes bed and continental breakfast usually from a buffet selection. Half Board denotes breakfast and evening meal only; Full Board denotes breakfast, lunch and evening meal only. All Inclusive denotes breakfast, lunch, dinner including local alcoholic and non-alcoholic drinks. Meal times and bars opening times may change without prior notice. All Inclusive Light may not include drinks outside main meals. All Inclusive Ultra may also include international drinks, more entertainment and free facilities. Diet meals and drinks are not included in All Inclusive packages. See the All Inclusive and/or hotel entertainment package on the relevant hotel page for further details. In most hotels, all meals are served buffet style. Please note however that our suppliers reserve the right to change the meal basis from buffet style to table service or vice versa. Please note that meals served as part of the holiday package will be local cuisine. The choice of meals for vegetarians or those requiring other special diets is very limited, usually restricted to salads and omelettes. Special meals on the aircraft may not be provided by all carriers. If a special diet is essential for you, we may have to decline your booking. Please also remember that meals for infants are paid for locally.

HEALTH MATTERS

Your Safety - We endeavour to make sure your package holiday accommodation and other package holiday services are provided by established suppliers. However, please be aware that overseas standards regarding safety and hygiene may be lower than those you expect in the UK. The elderly, pregnant women and those travelling with infants should take extra care. It's worth remembering, that mild stomach upsets are often caused by a change of environment, and not necessarily by local hygiene or food preparation standards. Hot climates can attract different types of insects to those in the UK, do not be surprised to find some insects in and around your accommodation. This should not cause a problem but we would advise you to reduce the risk of insect bites by using repellents and covering up at night.

A "Summer Holiday Guide" is downloadable and available upon request, please take a few moments to read this essential information.

Vaccinations - Vaccination requirements can change without notice, so wherever you are travelling to, we recommend you check the most up to date information available to you. This information can be obtained through your local GP. Please be aware, some inoculations or precautions, although not always compulsory, may be advisable.

Useful travel information can be found at www.gov.uk or telephone 02070081500.

Please seek advice from your local GP regarding the following recommendations:

- **Bulgaria:** Vaccinations for Typhoid and Hepatitis A are recommended;
- **Croatia:** Vaccinations for Typhoid and Hepatitis A are recommended depending on area visited.
- **Montenegro:** Vaccinations for Typhoid and Hepatitis A are recommended depending on area visited.
- **Slovenia:** Vaccinations for Typhoid and Hepatitis A are recommended depending on area visited. Tick-borne encephalitis is present in forest areas.

Accommodation Safety

On arrival at your accommodation, please take time to familiarise yourself with the layout of the property. Take particular notice of the fire safety instructions and emergency procedures. These should be posted at reception or in your room. If these are not present, please ask at reception.

Swimming Pool & Beach Safety

In most destinations, it is not a requirement to have a dedicated lifeguard in your holiday accommodation. It is therefore important that you and your party take the time to familiarise yourselves with the pool and pool area. We ask that you are extra vigilant when travelling with children and that they are accompanied by an adult at all times whilst swimming. Flag warning systems may be in operation on some beaches. Please take a moment to familiarise yourself with local regulations and swimming conditions.

Children's Safety

Balconies, lifts and swimming pools are just some of the areas accidents can occur when children are not properly supervised. We take every reasonable care to make sure standards are as high as possible; however, before using any facilities provided for children, i.e. cots, we ask that you satisfy yourself that they are in good condition and up to the safety standards you would expect.

Personal Safety

Although crime rates are low, as with any destination, tourists need to be extra vigilant when venturing into resort. This is most important in areas where large crowds of people may gather, such as markets and bazaars. Remember to keep valuables out of sight, or better still, most hotels will offer a safety deposit box for your peace of mind.

Excursion Safety

We take reasonable care to ensure our local agent only works with established suppliers to ensure the excursions the local suppliers offer are compliant with the local standards. Should you choose to organise your own excursions we recommend you check to see that your insurance, and that of the supplier, provide comprehensive cover before taking part.

As part of our commitment to your safety, we have partnered with the Foreign & Commonwealth Office's travel advice campaign for up to date travel advice.

Foreign Office Travel Advice

As part of our commitment to your safety, we have partnered with the Foreign & Commonwealth Office's travel advice campaign for up to date travel advice. For the latest travel advice from the Foreign & Commonwealth Office please check gov.uk/travelaware and follow @FCOTravel and Facebook.com/FCOTravel.

- If you are travelling within Europe, ensure you have a European Health Insurance Card (EHIC) that hasn't expired and understand what it covers - you still need full travel insurance though! For your free EHIC card visit nhs.uk/ehic.
- For the latest travel updates follow @FCOTravel on Twitter and find us at Facebook.com/FCOTravel.

PASSPORTS, VISAS & TRAVEL ADVICE

It is your responsibility to be in possession of a full ten-year valid passport and necessary visas. Balkan Holidays or the airlines, may refuse travel if you do not have the correct documents.

Your passport and travel documents must be intact and you may not be able to travel if they are damaged.

Information in this section is valid for British citizens only. Non-British citizens should consult the Embassy of your destination country to check whether a visa is required. Every passenger will need a valid 10-year British passport. For travel to most countries for stay up to 3 months your passport should be valid for the proposed duration of your stay. You do not need any additional period of validity of your passport beyond this. Please contact the embassy of your destination country for the latest information or visit the official page for your destination at www.gov.uk/foreign-travel-advice. Clients holding BRITISH SUBJECT PASSPORTS should also contact the Embassy of their destination country for visa information.

If you need to apply for a new or replacement passport, be sure to leave plenty of time for the passport office to process your application.

The name on the passport must match the name on the ticket. If the passport and ticket do not match, you may not be able to travel and your insurance policy may be invalid. For UK passport holders, it is not necessary to obtain visas before departure on these pre-booked inclusive holidays, but you should take your holiday confirmation invoice with you in case the reason for your visit is requested at the airport on arrival. Visas may be required for persons booked through our independent Travel Department; please ask our agent at the time of booking.

Passports for children

All passengers, including new-born babies need their own individual passports to travel to all our featured destinations. For further

information please contact the UK passport office on 08705 210 410. The Foreign & Commonwealth office produces up-to-date travel information to help British travellers make informed decisions about travelling abroad. For further information please call 0870 606 0290. Alternatively, you can contact ABTA's Travel Information line on 0901 201 5050 (calls are charged at 50 pence per minute).

COMPREHENSIVE INSURANCE

It is a condition of booking that you take out insurance cover. If you do not choose our travel insurance, please ensure that the level of cover is at least equivalent to that offered by our provider. See page 194 for further details.

INSURANCE CLAIMS

Please note that all claims should be directed to the holiday insurers and not to Balkan Holidays.

DISABLED HOLIDAYMAKERS

We are not a specialist in providing holidays for persons with reduced mobility. Before making a booking, we need to know if you have any medical/physical mobility needs which might affect how and if we can deliver your chosen holiday services. These needs may affect your flight, transfers or the suitability of your chosen accommodation or other aspects of your holiday. We would ask that you submit any special needs/requirements to us in writing before making any reservation. A checklist for persons with reduced mobility can be obtained by contacting us directly and will need to be completed and signed by you before your booking can proceed. Please note that completion of this

form will not guarantee your needs will be met. It will enable us to check the suitability of your chosen holiday with our resort staff based on the information supplied by you. We cannot be held liable if you fail to tell us about special requirements that may affect your holiday. Some hotels provide access for persons with reduced mobility; although bathroom doors are generally narrower than a standard wheelchair and there may be steps between the hotels and the beach. Motorised wheelchairs and scooters may be subject to a surcharge. This is at the discretion of the airline. Wheelchair assistance must be pre-booked at least 48 hours before departure (not counting the day of travel). If you fail to pre-book your wheelchair assistance, we reserve the right to refuse travel.

RESORT DEVELOPMENT AND NOISE

Construction works and noise are unavoidable in certain developing resorts. Such developments are not under our control. It is possible that there may be building work in the vicinity of your holiday accommodation, or in the resort area. As is the custom, work may start early in the day. It is not always possible to foresee the nature and extent of such work. If we are informed of any building works at or close to your accommodation that may affect the enjoyment of your holiday, we will do our best to forewarn you about it prior to your departure. Please note that such works may not be carried out by the providers of accommodation featured in our brochure, and may be outside of their control. We would urge you to read the resort and hotel descriptions carefully to identify sources of noise which exist or might expect

to exist, i.e. roads, bars, discos. However, it is impossible to predict noise created by individuals, machinery or traffic, i.e. temporary noise disturbances. Live music/ noise from bars, which are adjacent or part of any properties we feature, may extend their opening hours and opening times may differ from those published. In some resorts, the provision of roads, power and water supplies, etc. does not always keep pace with the demands of rapid tourist development, so you may experience power cuts or problems with, for example, plumbing or drainage. In addition, during prolonged periods of hot weather the resort authorities sometimes find it necessary to conserve water supplies by implementing a "regime" with intermittent interruptions to supply. However, they always do their best to give advance notice of such interruptions and minimise inconvenience to holidaymakers.

EARLY AND LATE SEASON HOLIDAYS

Our prices show especially good holiday value early and late in the season. However, as you'd expect, not all hotels, resort facilities (particularly beach facilities & aqua parks), restaurants, night clubs and children's activities may be available at these times. Local suppliers reserve the right, subject to weather and visitors in resort, to either withdraw or reduce the services provided. This could be due to cleaning, renovation or as a result of local conditions and Balkan Holidays cannot be held responsible. Please also note that alternative hotels (of the same category to those booked or higher) may be provided without notice when the resorts are not full or on occasion at other times.

Booking Conditions

YOUR COMMITMENT TO US

1. Making a booking and payment

At the time of booking you must pay either a deposit, if your booking is made more than 8 weeks before departure or the full cost of the holiday if you book within 8 weeks of departure, plus insurance premium if required. The value of the deposit will be £140 per person for all holidays, flight only bookings require full payment unless specified at the time of the booking, with the exception of those travelling on most scheduled flights, when the deposit will be increased depending on the airline and will vary by departure. The deposit is required for all persons two years of age and over at the time of return from the holiday; no deposit is payable for infants. You must confirm your acceptance of our Booking Conditions and Holiday Information on behalf of yourself and all members of your party. We will then issue a confirmation invoice whereby a contract exists between us and all conditions become binding to us both. If you book through one of our authorised travel agents, all money paid to the agent in respect of a contract with an ATOL holder is at all times held by the agent on behalf of the ATOL holder. When you make a booking, you guarantee that you have the authority to accept and do accept on behalf of your party the terms of these booking conditions. A contract will exist as soon as we issue our confirmation invoice. This contract is made on the terms of these booking conditions, which are governed by English Law, and the jurisdiction of the English Courts. You may however choose the law and jurisdiction of Scotland or Northern Ireland if you live there and wish to do so.

The balance of the holiday cost must be paid no later than 8 weeks before departure. If the deposit or balance is not received by the due date, we reserve the right to treat the booking as cancelled by you and levy cancellation charges as laid out under condition number 3. Your contract is with Balkan Holidays Ltd, a member of ABTA (Member No. V089X) and licensed by the Civil Aviation Authority (ATOL No. 0252).

If the price shown on the invoice is incorrect, compared to the applicable price, this will be deemed a mistake, and the booking will be invalid. We will be entitled to cancel the booking and re-invoice at the correct brochure price, if your booking was made more than 56 days before departure. We will have the right to rectify any mistakes up to 50 days before departure. If your booking was made less than 56 days before departure, we will have the right to do so up to 14 days before departure.

2. If you change your booking

Should you wish to alter any part of your holiday arrangements please inform us in writing and confirm receipt.

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.

Amendments to correct passenger name misspelling will be free of charge within 14 days of booking if there are more than 35 days until your departure date. If there are 35 days or less to your departure date you must correct misspelling within 2 days of booking to avoid being charged an amendment fee.

We charge an 'Amendment Fee' for each detail of your booking we allow you to change, please see the table below. Please note that major changes, including but not limited to, change of all names on the booking, 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 3.

Please note that scheduled, certain charter and all of the no-frills

airlines do not permit changes for any reason. Such changes will result in you being charged the full cost of the flight and may be subject to space being available for a new reservation. Additionally, you will also have to pay any extra costs that the airline passes onto us, as well as the appropriate name change fee. Re-issued e-tickets are charged at £15 per person.

When changing your holiday details, the price of your new travel arrangements will be based on the price that applies on the date you make the change. These prices may not be the same as when you first made your booking. Some of the accommodation is priced according to the number of people staying there. If your party size changes, we will recalculate your booking cost based on the new number of people going. If fewer people share the accommodation then the price per person may go up. This extra cost isn't a cancellation charge and isn't normally covered by insurance.

Guide to Our Charges † (per person)					
Changes	Days left to departure				
	57 or more	56-36	35-22	21-15	14-0
Name correction (title, spelling mistake)	No charge	£25	£25	£25	£25
Replacing of existing name	£50	£50	£50	£50	100%
Pre-bookable extras	£15	£20	100%	100%	100%
Room type or board basis	No charge	No charge	No charge	£15	£15
To change accommodation, airport, holiday duration and/or to travel earlier than planned	£15	£30	£50	90%	100%
To travel later than planned	Loss of deposit	30%	50%	90%	100%

† Not applicable for flight only on charter flights, scheduled & low-cost airline tickets. Please call our Reservations Department for more details.

3. If you cancel your holiday

If you cancel your holiday or part of it, deposits cannot be transferred to another season. Insurance premium, amendment charges and credit card fees are not refundable. The fees for cancellation are as follows:

Guide to our cancellation charges †	
Days left to departure	Amount of cancellation fee when notice of cancellation is received (% of total holiday cost)
Up to 57 days	Loss of deposit
56-36 days	50%
35-22 days	70%
21-15 days	90%
14 days or less	100%

Cancellation & amendment charges are non-refundable.

† Not applicable for flight only on charter flights, scheduled & low-cost airline tickets. Please call our Reservations Department for more details.

Any cancellation should be notified by recorded delivery letter, by e-mail or by fax. We can accept no responsibility for cancellation charges arising from correspondence delayed or lost in the mail. It is the sender's responsibility to ensure that we have received the letter/fax/email. We strongly recommend that you take out our holiday insurance, which may cover your cancellation charges as well as many other holiday contingencies. Details of the cover offered are printed on

page 194 of this brochure. The relevant premium must be paid together with the deposit.

Where extra facilities or transport options 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 as per Section 1 will need to be paid upon cancellation.

If you want to cancel 1 or more passengers on the booking you will have to pay a proportion of the applicable cancellation charge for those passengers.

4. If you have a complaint

If you have a problem during your holiday, you must inform the relevant supplier and our resort representative immediately who will endeavour to put things right. If your complaint is not resolved locally, you must follow this up within 28 days of your return home by writing to our Customer Services Department at Balkan Holidays, Sofia House, 19 Conduit Street, London W1S 2BH quoting your booking reference. Keep your letter concise. It is important that you communicate any complaint to the supplier of the services as well as to our representative without delay and complete a Guest Comments Form whilst in resort. If you fail to follow this simple procedure we will have been deprived of the opportunity to investigate and rectify your complaint whilst you were in resort and this may affect your rights under this contract.

Fraudulent Claims

It is our policy to deal with any valid complaints fairly and to compensate where appropriate. We are aware that holidaymakers are being encouraged to make false or exaggerated complaints particularly in connection with holiday illness. We are committed to the detection and prevention of fraudulent claims in the interests of our customers and to keep the cost of our holidays as low as possible. We work closely with fraud detection investigators and should we find any dishonest or exaggerated claims, we will not hesitate to take legal action to recover any compensation paid. It is a criminal offence to make a dishonest claim and we may refer such claims to the police for their investigation.

5. ABTA

We are a Member of ABTA, membership number V089X and adhere to ABTA's Code of Conduct. We can offer you an arbitration scheme for the resolution of disputes arising out of this contract. The scheme is arranged by ABTA and administered independently by Hunt ADR. It is a simple and inexpensive method of arbitration based on documents with restricted liability on costs. The upper limit on claims is £5,000 per person and £25,000 per booking form. The scheme doesn't apply to claims which are solely in respect of personal injury. It can deal with claims which include an element of minor injury or illness subject to a limit of £1,500 per person. Your request for arbitration must be submitted to Hunt ADR within eighteen months of the date of return from holiday (details of the scheme can be obtained from ABTA).

The ABTA Conciliation Scheme for Injury & Sickness Claims.

The scheme is a method of resolving disputes between ABTA members and their customers related to injury claims. The Scheme is administered by Hunt ADR. It can be used to settle a dispute which is about injury or sickness and the redress sought by the customer does not exceed £10,000.00. Both the customer and member must agree to participate in the Scheme and the application must be submitted to Hunt ADR within eighteen months of completion of the return journey (details of the scheme can be obtained from ABTA). The fee for the conciliation will be paid by the ABTA Member. Further information on ABTA's assistance in resolving disputes can be found on www.abta.com.

OUR COMMITMENT TO YOU

6. The cost of your holiday

The prices featured in our current brochure apply at the time of going to press. Please note that Balkan Holidays reserves the right to alter the prices of any of the holidays shown in our brochure. You will be advised of the current price of the holiday you wish to book, before your contract is confirmed. The price of your holiday arrangements was calculated using exchange rates quoted in the "Financial Times Guide to World Currencies" for 12 March 2018 in relation to the following currencies: Euro. Please confirm the price of your chosen holiday at the time of booking, either direct or via your travel agent. Prices in our brochure are offered per person, based on two adults sharing a room or the maximum occupancy of the unit in apartments and family rooms. Extras and supplements for regional UK departure airports, infants, single occupancy, extra week/night (subject to availability at our discretion), sea view, car hire, late booking fee (where applicable), pre-booked aircraft seating, etc., should be added to the cost. Please note the extras referred to above, do not include extras which incur a local charge payable in resort (please refer to our brochure's Holiday Information 'Extras to Pay' section).

Special offers & discounts published in this brochure may be withdrawn at any time without prior notice, please check at the time of booking.

Changes in transportation costs, including the cost of fuel, dues, taxes or fees chargeable for services such as landing taxes or embarkation or disembarkation fees at ports and airports, and exchange rates mean that the price of your travel arrangements may change after you have booked. However, there will be no change up to 20 days of the start of your package. You will be charged for the increased amount. If this means that you have to pay an increase of more than 8% of the price of your travel arrangements, you will have the option of accepting a change to another holiday if we are able to offer one (we will refund any price difference if the alternative is of a lower value), or cancelling and receiving a full refund of all monies paid, except for any amendment charges. Should you decide to cancel: 1) you must do so within 14 days from the date on your final invoice 2) We will provide a refund of insurance premiums paid to us if you can show that you are unable to transfer or reuse your policy. Should the price of your holiday go down due to the changes mentioned above, then any refund due will be paid to you. However, please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your travel due to contractual and other protection in place.

7. If we cancel your booking

Occasionally, it may prove necessary for us to cancel holiday arrangements, for example, due to lack of support making the holiday economically non-viable (all our holidays operate subject to a minimum number of participants). If we have to do so, other than due to your default in payment, we will offer you the choice of purchasing an alternative holiday of comparable standard if available (and paying or receiving a refund in respect of any price difference) or a full refund of all money paid to us. In addition, if we are forced to cancel less than eight weeks before departure, we will pay you compensation in accordance with the table set out in clause 8 "if we change your booking" below, except where the cancellation is made as a result of extraordinary and unforeseeable circumstances beyond our control, the consequences of which we could not have avoided even with all due care. Such circumstances include but are not limited to those mentioned under "Important". In all cases our liability is limited to the payment set out in the compensation table and we regret we cannot be responsible for any expenses or losses you may incur as a result of any cancellation. Very rarely, we may be forced to curtail holiday arrangements due to circumstances amounting to "force majeure" as defined below. In this very unusual situation, we regret we cannot pay any compensation or make any refunds (except where these are obtained from any supplier) or meet any costs or losses you may incur as a result.

8. If we change your booking

It is unlikely that we will have to make any changes to your travel arrangements, but we do plan the arrangements many months in advance. Occasionally, we may have to make changes and we reserve the right to do so at any time. Most of these changes will be minor, for example flight times changes and flight routings, and we will advise you or your travel agent of them at the earliest possible date.

In accordance with EU Regulation 2111/2005 we are required to advise you of the actual carrier operating your flight/connecting flight/ transfer. We do this by listing carriers to be used or likely to be used as follows: BH Air, Bulgaria Air, British Airways, Thomson Airlines, Wizz Air, Adria Airways, Easy Jet, FlyBe, Montenegro Airlines, Croatia Airlines, Jet2 and Norwegian Air. Any changes to the actual airline after you have received your tickets will be notified to you as soon as possible and in all cases at check-in or at the boarding gate. Such a change is deemed to be a minor change.

Other examples of minor changes include alteration of your

outward/return flights by less than 12 hours, changes to aircraft type, changes of departure/arrival in Bulgaria from Varna to Bourgas, in Montenegro from Podgorica /Tivat to Dubrovnik and vice versa. In all such cases, transportation between the airport and your holiday accommodation will be provided (package holidays only). On occasions, you will be notified that your flight will make a stop en-route to pick up and drop off passengers, this is a minor change. Changing your accommodation to another of the same standard is classed as a minor change and will not allow you the opportunity to cancel.

If we make a major change to your holiday, we will inform you or your travel agent as soon as reasonably possible if there is time before your departure. Examples of significant changes are those which involve changing your UK departure airport (except between Gatwick, Heathrow, Luton and Stansted, and vice versa) to one which is more inconvenient for you, changing your holiday resort, changing your confirmed accommodation to a lower Balkan Holidays category as defined (see holiday information), or a change to the time of your departure or return of more than twelve hours. In the event of such a significant change, you will have the choice of either accepting the change of arrangements, accepting an offer of alternative travel arrangements of comparable standard from us if available (we will refund any price difference if the alternative is of a lower value), or cancelling your booked holiday and receiving a full refund of all monies paid.

If you wish to cancel your holiday or accept a reasonable alternative we offer you as a result of a significant change, you must tell us within the time mentioned when we notify you about the significant change or if no time limit is mentioned, within 14 days of our notification. If you do not do so, we are entitled to assume that you wish to accept the new arrangements. In all cases, except where the major change arises due to reasons of force majeure, we will pay compensation as detailed below:

Period before scheduled departure within which a significant change is notified to you or your travel agent	Compensation per adult (pro rata for children granted discount)	
	If you Cancel	If you Travel
More than 56 days	Nil	Nil
56-29 days	£5	£10
28-15 days	£10	£20
14-8 days	£15	£30
7-0 days	£25	£40

Free places will not receive any compensation.

Note: No claim for additional expenses or other compensation will be considered.

In no case however, will we pay compensation if any alternative accommodation accepted by you is of the same or higher standard or category than that originally booked. Further, in all cases, our liability is limited to the payments set out above and we regret we cannot meet any losses or expenses you may incur as a result of any change. No compensation is payable for minor changes.

Force Majeure: We regret we cannot accept liability or pay any compensation where the performance or prompt performance of our contractual obligations is prevented or affected by reason of extraordinary circumstances amounting to "Force Majeure". Such circumstances include any events which we or the supplier of service in question could not, even with all due care, foresee or forestall, such as war or threat of war, civil strife, natural or nuclear disaster, industrial disputes, terrorist activity, adverse weather conditions, volcanic ash, fire and all similar events.

IMPORTANT NOTE: If extraordinary circumstances beyond our control make it necessary we reserve the right sometimes without prior notification to provide accommodation on your arrival in the holiday centre in an alternative hotel/apartment and/or resort of the class confirmed to you, or higher. This is particularly likely for early or late departures when not all the resort's properties are open. If we are aware of such changes, before your departure we shall inform your travel agent, or yourself in the case of a direct booking.

9. Our liability to you

If the package holiday contract we have with you is not performed or is improperly performed by us or our suppliers we will pay you appropriate compensation if this has affected the enjoyment of your travel arrangements. However we will not be liable where any failure in the performance of the package holiday contract is due to: you; or a third party unconnected with the provision of the travel arrangements and where the failure is unforeseeable or unavoidable; or extraordinary and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised; or an event which we or our suppliers, even with all due care, could not foresee or forestall. For all claims other than those relating to death or personal injury however, our liability is limited to twice the holiday price (excluding insurance premiums and amendment charges) of the person(s) affected, except in the case of lost or damaged

luggage where our liability is limited to £1,000, subject to a limit of £200 per item. This clause is subject to the "Important" note at the end of paragraph 8 "If we change your booking". Our liability will also be limited in accordance with and/or in an identical manner to:

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

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

You can ask for copies of the transport contractual terms, or the international conventions directly from us. Under EU law (Regulation 261/2004) you have rights in some circumstances to refunds and/or compensation from your airline in cases of denied boarding, cancellation or delay to flights. Full details will be publicised at EU airports and available from airlines. However, reimbursement in such cases will not automatically entitle you to a refund of your holiday cost from us. Your right to a refund and/or compensation from us is set out in clause 8. If any payments to you are due from us, any payment made to you by the airline will be deducted.

NB This clause does not apply to any separate contracts that you may enter into for excursions or activities whilst on holiday, or any holiday extras you pre-book.

Gastric Illness

Holiday illness is surprisingly common and may be caused by a variety of factors such as a change in diet, climate and environment. Should you become ill whilst on holiday, you must tell our representative and your hotel. Our representative will assist you to see a local doctor for the right diagnosis and appropriate treatment. On your return to the UK, you must also make a follow up visit as early as possible with your local GP. You must also grant us authority to have access to your medical records in relation to any gastric illness you suffered whilst on holiday. Any failure on your part to follow the above-mentioned procedure may reduce or extinguish any rights you have to claim compensation from us where you feel that your illness was the result of any food or drink you consumed at your hotel as you will have denied us the opportunity to carry out a full and proper investigation.

10. Purpose of travel

All arrangements shown in this brochure are intended solely for leisure purposes and our negotiations with the various overseas authorities have been conducted on this basis. Due to this and the regulations governing the issue of visas, it is not normally possible to use these holidays for the purpose of business or attending conventions or congresses. Should you wish to travel for reasons other than leisure, please advise us of your requirements. Our Independent Travel Department will be very pleased to help you.

11. Curtailment

Should you need to curtail your holiday, Balkan Holidays will endeavour to fly you back to the UK on the earliest possible flight with available seats. However, this may not be to your original departure airport and Balkan Holidays cannot be liable for an onward transfer. In such circumstances, it may be necessary to seek the assistance of your insurance company. Curtailment charge for a flight with BH Air is £130, if your flight is with a scheduled airline or another carrier, charges will depend on the terms and conditions of carriage of the airline in question.

12. Hotels and resorts

Where particular reference is made to hotel categories, these are part of the classification system officially recognised in the country concerned. Please remember that there is no International standard, and therefore variation does exist from one country to another.

IMPORTANT NOTE: Often descriptions of hotels and resorts include mention of sport and entertainment, but the availability of these and other resort amenities can sometimes be influenced by weather conditions and the number of visitors - particularly at the beginning and end of the season. Please note that in Bulgaria most swimming pools are open to all guests of the particular resort and the use of sunbeds, parasols and water slides are often subject to a local charge even for hotel residents. Please note that the number of sunbeds and parasols in all hotels is limited.

13. Accommodation

All our prices are based on sharing twin or double-bedded rooms or villas, studios or apartments accommodating two to eight people. Twin/three: Some accommodations can take an extra bed for a third person. This will be a camp or sofa bed, and will be more suited to a child. The extra bed can be replaced by a cot for an infant, but rooms cannot take both, in which case clients must provide their own travel cot. Cot charges must be paid locally. We do, however,

have some larger twins which can accommodate a third adult. Whenever family rooms / suites are available, the appropriate supplement is applied. This type of accommodation is usually open plan, sometimes with adjoining sitting room. The extra beds will be either a sofa or camp bed. Some furniture may be substituted for the extra beds.

Some hotels offer the use of two standard twin rooms connected by a door, each with its separate bathroom. These interconnected rooms are ideal for families with grown up children.

Seaside and sea view rooms may be partly blocked by trees. Sea view: full front view of the sea, however, view may still be obstructed. Seaside view: Partial view of the sea from the room, view may be obstructed. Side sea view: Partial view of the sea from the balcony (as the room will be on the side of the hotel) and the view may be obstructed.

Although some hotels/apartments are described as located directly on the beachfront reaching the beach may involve the crossing of a small road.

Upgrades: Please note that upgrades to different hotels/apartments will be subject to applicable administrative and cancellation fees plus any difference in brochure price.

Extra allocation **Rooms:** When our allocation is full it may be possible for us to apply for additional rooms but these may not be offered to us at contract rates and therefore a supplement may apply. This may also apply if we are asked to obtain rooms of a type/standard not included in our normal allocation.

14. Insurance

Insurance is obligatory, either through us or through another company. See page 194 for details.

15. Children's rule book

- 1.1. Free places are granted for children from 2 - up to 12 years (some hotels up to 14 years) on 7 and 14 night holidays only (see also rule 4). Discounts are granted on 7 - 14 night holidays.
2. All free places are for single centre beach holidays (Bulgaria only - subject to availability). Deposit is payable for free places, but deducted from the total invoice.
3. All child prices in the brochure are for children aged 2-11 on the date of return from holiday. Most of the hotels in Bulgaria offer child reductions for children from 2- up to 12 years and some hotels for children up to 15 years (please check the hotel pages for applicable age).
4. All supplements (flight, room facilities, etc.) are payable in full by all passengers. In accommodation only or self-catering apartments or studios, the adult price is based on the number of full fare paying adults sharing the accommodation. Children taking free or reduced-price child places do not count towards room occupancy.
5. If one child qualifies for a Free child place, the second child pays the 2nd child price. Any further children pay the full adult price. Free child places are limited to only one per booking.
6. When children share a room with two adults, they use extra beds. These are not full sized and are sofa or camp beds.
7. All child prices are subject to conditions at the time of booking and are based on children sharing a room with two full fare paying adults and getting half adult meal portions.
8. Should you change your holiday, free child places for your new holiday will be subject to availability.
9. Free child places cannot be used in conjunction with any other offer.
10. We do not accept bookings on any of our charter flights for children unaccompanied by adults if the children are under 18 years on the date of UK departure.

11. Infants:

- A. Infants under 2 years of age pay only £30.00 on charter flights to Bulgaria (please check the prices on scheduled flight at the time of booking) but they do not receive a separate seat on the aircraft or meals in the resort. Expenses, such as cot charges, are to be paid directly to the hotel, but requirements must be specified at the time of booking.
- B. Children are classified as infants if they are under 2 on the date of return from the holiday, not on the date of departure from the UK.
- C. Twin rooms are not large enough to take an extra bed and full-sized cot. Hotel cots cannot be requested above the maximum room occupancy. You may take a folding carry cot however, you must accept the room will be cramped with the addition of an extra bed. Baby cots are not available in most self-catering apartments and the apartments are not big enough to take a travel cot on top of the maximum occupancy as per hotel description.
- D. There is no holiday deposit payable for infants.

E. Luggage allowance for infants on package holidays - 10kg on BH Air charter flights to Bulgaria only.

12. Single Parents

The first child sharing with 1 adult saves up to £91 per week off the adult price. The second child sharing receives a free child place provided one is available at the time of booking, otherwise pays the first child price shown in the price panel. This offer is applicable to 7 - 14 day holidays in a number of hotels on the Bulgarian Black Sea coast only, as indicated by the Single Parent logo.

How many children can stay in each type of room

Room type	Extra beds or cots
Twin	1
(Korona, Marvel, St. George, Kalina Gardens, Alba, Astoria, Yavor Palace, Sol Nessebar hotels, Sunny Day - 2 extra beds or one double bed for up to two children)	
Twin + bunks	2
(Hotel Amelia - Albena)	
Please note: twin bunks = standard rooms with a set of small bunk beds. Suitable for children aged between 2-7 years (rooms are small).	
3 bed family room	1
4 bed family room	1
Apartments	Variable
(please check when booking)	

Important Note: These are the beds available for children (or cots for infants) when sharing with two adults. Please note that extra beds may be camp or sofa beds and are not suitable for adults.

16. Bring your friends with you!

Travelling together is always more fun, and with Balkan Holidays it is also cheaper! Organising a group, yourself can mean a free holiday!

Group Departure Between	Free Places
11.05 - 17.05	1 in 8
18.05 - 31.05	1 in 13
01.06 - 19.07*	1 in 18
20.07 - 16.08*	1 in 25
17.08 - 06.09	1 in 18
07.09 - 13.09	1 in 13
14.09 - 24.09	1 in 8
* Scottish departures as above excluding for the following dates:	
15.06 - 19.07	1 in 25
20.07 - 10.08	1 in 13

All group discounts may be subject to approval.

Conditions for group bookings:

- a) The numbers shown are the minimum number required for a free place. Free places given will depend on the number of passengers paying full fare. Children granted discounts do not count. Free child places are not available in conjunction with group discounts.
- b) All group members must be named and on the same booking reference.
- c) All group members must be on the same flight and in the same accommodation.
- d) A full and final name list must be received in our office 10 weeks before departure.
- e) A full deposit is required for each person travelling, including free place travellers, with the deposit for free places deducted from the total invoice. Insurance, if required, must be paid for by each person travelling, including free place travellers.
- f) If cancellation of a group member results in the group size falling below the required number, reductions will be altered accordingly, and any price increase necessitated by accommodation under-occupancy will be levied.
- g) Discounts are off the cheapest basic holiday price.
- h) Group discounts apply to beach holidays in Bulgaria only and do not apply for 5 star hotels, accommodation only and late offers.
- i) Accommodation and all other supplements must be paid in full by all travellers. For groups larger than 30 persons, please contact the Reservations Department.
- j) The number of free group places is limited and may not be available in conjunction with any other offers featured in this brochure or otherwise advertised and with online discount.
- k) Available on charter flights to Bulgaria only.
- l) Group booking offer is subject to availability and may be amended or withdrawn at any time.

17. What is included/not included in your package holiday price
Full details of section 17 can be found on page 190.

18. Carriers' liability

This brochure is the sole responsibility of the Tour Operator; it is not issued on behalf of, and does not commit, the airlines mentioned therein, or any other airlines whose services are used in the course of tours. In addition, all carriers limit or exclude their liability to you, often in accordance with International conventions which include The Warsaw Convention, The Athens Conventions, The Montreal Convention and The Berne/Cotif Convention. Copies of the relevant carriers' conditions are available on request.

19. Special requests

If you wish to make a special request, you must notify your travel agent or Balkan Holidays at the time of booking and ensure that it is noted on your booking invoice. Whilst we will endeavour to meet any reasonable request, we regret we cannot guarantee that they will be fulfilled and any failure to do so will not be a breach of contract on our part. Special requests cannot be added less than 8 weeks before departure. We cannot accept Special requests in relation to late availability and special offers.

20. Your financial protection

We provide full financial protection for our package holidays and

flights, by way of our Air Travel Organiser's Licence number 0252. 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 to us for an advance booking. For further information visit the ATOL website at www.atol.org.uk

We will provide you with the services you have bought (or a suitable alternative). In some cases, where we aren't 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 (after prior agreement from the CAA) 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).

When you buy an ATOL protected flight or flight inclusive holiday from us you will receive an ATOL Certificate. This lists the flight, accommodation, car hire and/or other services that are financially protected, where you can get information on what this means for you and who to contact if things go wrong.

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 may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.

Not all holiday or travel services offered and sold by us will be protected by the ATOL Scheme. Please ask us to confirm what protection may apply to your booking.

The price of our air holiday packages includes the amount of £2.50 per person as part of the ATOL Protection Contribution (APC) we pay to the CAA. This charge is included in our advertised prices.

21. Data protection policy

In order to process your booking and to ensure that your travel arrangements run smoothly and meet your requirements, we need to use the information you provide such as name, address, email, any specific needs/dietary requirements, etc. We take full responsibility for ensuring that proper security measures are in place to protect your information. We must pass the information on to the relevant suppliers of your travel arrangements such as airlines, hotels, transport companies, etc. The information may also be provided to security or credit checking companies, public authorities such as customs / immigration if required by them, or as required by law. Additionally, where your holiday is outside the European Economic Area, controls on data protection in your destination may not be as strong as the legal requirements in this country. We will not, however, pass any information onto any person not responsible for part of your travel arrangements, except where expressly permitted by the Data Protection Act, we will only deal with the personal details you give us as set out above unless you agree otherwise. We do not share any of your personal information with third parties but we would like to keep your information, where collected by us, for marketing purposes (to tell you about our promotional offers and holiday updates). If you do not wish to receive such holiday updates in the future, we will always give you the option to unsubscribe.

Telephone calls to us may be recorded for training and quality purposes and for preventing/ detecting crime. If you've chosen for us to contact you by email, we'll use the email address you've provided to send you your travel documentation.

You are generally entitled to ask us (by letter or e-mail) what details of yours are being held or processed, for what purpose and to whom they may be or have been disclosed. We will not charge a fee to respond to such a request. In limited circumstances, we are entitled to charge for your request. **Full details of our data processing activities and your associated rights can be found in our privacy policy available on our website at www.balkanholidays.co.uk (our "Privacy Policy").**

22. General

Balkan Holidays reserves the right at its own discretion to terminate the holiday arrangements of anyone whose behaviour is such that it is likely, in the opinion of ourselves, the airline pilot, the accommodation owner / manager or any other person in authority, to cause distress, damage, danger or annoyance to other passengers, staff, any third party or property. Any enforced cancellation of this nature will be subject to full cancellation charges as detailed on page 191, with Balkan Holidays having no obligation to refund or compensate, or to organise or pay for the return travel arrangements. No refund can be considered on any tickets or coupons unless they are returned to our Head Office duly cancelled and amendments suitably endorsed.

23. Brochure Accuracy

All information in this brochure is given in good faith and to the best of our knowledge is correct at the time of going to press (19 Apr 2018). We work hard to ensure that our brochures are accurate, but please appreciate that they are put together many months in advance, so the information may be amended because of changes made by our suppliers, or simple human error. Please bear in mind that hoteliers, restaurateurs, night club owners, etc. may wish to maintain or improve their facilities, or even take a break. There may be changes to flight times, excursions or tour itineraries which may change as a result of local conditions. Circumstances such as these, or weather conditions, time of year, etc., may cause some of the facilities and services we have described to be unavailable or different from those advertised in the brochure. Leisure facilities and swimming pools may be closed or under renovation, again some of these may not be free of charge and may be subject to availability. When we are told of any significant or long-term changes we will always endeavour to advise you prior to your departure.

We reserve the right to change any website or other information before your booking is confirmed and the amended information

will then form part of your contract with us. We reserve the right to correct errors prior to confirming your booking. You must ensure you check all details of your chosen holiday (including the price) with us at the time of booking.

The pictures used in this brochure are copyright protected, cannot be used without our prior consent and are for illustration purposes only.

Maps used in this brochure are provided by www.freevectormaps.com

24. Customer Satisfaction Questionnaires

Your opinions about our service are very important to us and therefore we encourage you to complete one of our Holiday Survey Forms at the end of your holiday.

25. Excursions

Local excursions or other activities/tours that you choose to book and pay for whilst on holiday are not part of your package holiday provided by us. Your excursion contract is solely with the supplier of the excursion, and not Balkan Holidays Ltd or the local ground handlers. Neither Balkan Holidays Ltd nor the local ground handlers can be responsible for the provision of the excursion or

for anything that happens during the course of its provision by the supplier. For any excursion, tour or other activity you book through local agent or with which you are assisted in arranging whilst on holiday, your contract will be solely with the supplier of the excursion, tour or activity and not with Balkan Holidays or their local ground handler. Contract details for the suppliers of local excursions, tours and activities are available upon request from the supplier and local law will apply.

26. Holiday Extras

Any holiday extras which you pre-book (such as airport parking, VIP airport lounges, car hire in Bulgaria and optional excursions, and any other in resort services, pre-booked or purchased locally, e.g. mountain bike hire) are sold separate to the holiday packages offered for sale in this brochure and do not form part of the package holiday arrangements. Upon booking any holiday extras, you enter into a contract with the supplier of the service, as Balkan Holidays is only an agent in the sale, and the conditions of the supplier apply. The conditions of the suppliers are available on request.

Holiday Insurance

TRAVEL INSURANCE

DEMANDS AND NEEDS

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

IMPORTANT

This policy will have been sold to you on a non advised basis and it is therefore your responsibility to read this information (paying particular attention to the terms and conditions and exclusions) and ensure that it meets all of your requirements. You may already possess alternative insurance(s) for some or all of the features and benefit provided by this product; it is your responsibility to investigate this. If upon reading this policy you find it does not meet all of your requirements, please refer to the relevant cooling off/policy cancellation section.

Balkan Holidays Limited are an appointed representative of ITC Compliance Limited which is authorised and regulated by the Financial Conduct Authority (their registration number is 313486) and which is permitted to advise on and arrange general insurance contracts.

We will not provide you with the advice about the suitability of this product for your individual needs but we will be happy to provide you with factual information. The policy we sell includes a 24 hour emergency service. It can also cover you for cancellation, loss of baggage, and travel delay. All customers travelling with us must have a valid insurance policy to cover the full period of the holiday. The insurance can either be purchased through us or another provider.

You can cancel your insurance within 14 days of purchase, as long as you have not travelled or made a claim on this policy.

If you have decided not to buy the insurance we can offer, please note that it is your responsibility to ensure that the insurance you have purchased has the relevant cover and meets your needs.

The following is a summary of cover only. You will receive the full policy wordings at the time of purchase, which define the cover, conditions and exclusions. The insurance is arranged by Blue Insurance and underwritten by MAPFRE Asistencia Compañía Internacional de Seguros y Reaseguros. Blue Insurance Limited are authorised by the Central Bank of Ireland and subject to limited regulation by the Financial Conduct Authority. Details about the extent of their regulation by the Financial Conduct Authority are available from them on request.

Summer Premium Inc. Insurance Premium Tax - European Premier Plus Rates

Period	Family	Child	Adult 18-65yrs	Adult 66-69yrs	Adult* 70-75yrs	Adult* 76-79yrs	Adult* 80-85yrs
Up to 8 days	£36	£9	£18	£29	£40	£55	£69
Up to 15 days	£43	£11	£21	£34	£47	£65	£75

Infants under 2 years are free. Family is defined as husband and wife or common law partner and their dependent children 23 years and under if still living at home and in full time education * * The maximum stay for 70-75 years is 21 days and for 76-85 years is 14 days. Rates valid 01/03/2018 to 31/10/2019 • Premiums are correct at the time of going to press. Please ask for details if booking after this date.

PREMIER PLUS EXCESSES

£50 (£65 for medical expenses if over 65 years) increasing to £100 in respect of overseas legal expenses and assistance. Personal liability is also £100 excess.

Description of cover - Premier Plus	Per insured person
Cancellation & Curtailment	Up to £10,000
Emergency Medical Expenses	Up to £10,000,000
Hospital Benefit (amount per day)	£200 (£25 per day)
Personal Accident (Subject to age)*	£30,000
Maximum payable in the event of death (aged 18 to 65 years)	£10,000
Maximum payable in the event of death (under 18 or 66 years or over)	£5,000
Abandonment	Up to £10,000
Missed departure	Up to £1,000
Baggage	Up to £3,000
Maximum per item, pair or set	£250
Total limit for all Valuables	£500
Personal Money (subject to age)	£350
Emergency Passport & Travel	Up to £500
Personal Liability	Up to £2,000,000
Overseas Legal Expenses & Assistance	Up to £20,000

*Personal Accident - the maximum benefit is £30,000 if aged under 66 years and the maximum payable in the event of death of £10,000 is for persons aged between 18 and 65 years.

SIGNIFICANT EXCLUSIONS

- You must be permanently resident in the United Kingdom and have been for the past six months prior to the date of issue.
- If You or any persons travelling suffer from any pre-existing medical condition for which any prescribed medication is being taken or if any treatment has been received including surgery, tests or investigations within the last 2 years you must contact the medical screening helpline.
- Any Medical Condition for which You or a Close Relative or a Travelling Companion are aware of but have not had a diagnosis.
- Any Medical Condition for which You or a Close Relative or a Travelling Companion have received a terminal prognosis.
- Any Medical Condition for which You or a Close Relative or a Travelling Companion are on a waiting list for or have the knowledge of the need for surgery, treatment or investigation at a hospital, clinic or nursing home.
- Any Medical Condition You have in respect of which a Medical Practitioner has advised You not to travel or would have done so had You sought their advice but despite this You still travel.
- Any surgery, treatment or investigations for which You intend to travel outside of Your Home Area to receive (including any expenses incurred due to the discovery of other Medical Conditions during and/or complications arising from these procedures).
- Any Medical Condition for which You are not taking the recommended treatment or prescribed medication as directed by a Medical Practitioner.
- Your travel against any health requirements stipulated by the carrier, their handling agents or any other Public Transport provider.

- Your own unlawful action or any criminal proceedings against You.
- Your pursuit of Winter Sports unless Winter Sports Cover has been selected and appropriate premium paid.
- Your engagement in or practice of manual work
- Your travel to a country or specific area or event to which the Travel Advice Unit of the Foreign and Commonwealth Office or the World Health Organisation or similar body has advised against all or all but essential travel.
- Any circumstances You are aware of at the time of taking out this policy that could reasonably be expected to give rise to a claim on this policy.

Please refer to the policy terms & conditions for a full list of the significant exclusions.

IMPORTANT NOTICE

We would like to draw your attention to some important features of the Travel Insurance we can offer you including:

- Insurance Document:** You should read this document carefully. It gives full details of what is and is not covered and the conditions of the cover. Cover can vary from one policy to another so you should familiarise yourself with this particular insurance.
- Conditions and Exclusions:** Specific Conditions and Exclusions apply to individual sections of your insurance, whilst General Exclusions and Conditions will apply to the whole of your insurance.
- Health:** This insurance contains restrictions regarding pre-existing medical problems concerning the health of the people travelling and of other people upon whose health the trip depends. You are advised to read the document carefully.
- Property Claims:** These claims are paid based on the value of the goods at the time you lose them and not on a 'new for old' or replacement cost basis. Deductions will be made in respect of wear, tear and depreciation.
- Limits:** This insurance has limits on the amount the insurer will pay under each section. Some sections also include other specific limits, for example, for any one item or for valuables in total.
- Excesses:** Under some Sections of this insurance, claims will be subject to excess. This means you will be responsible for paying the first part of the claim under each applicable section.
- Reasonable Care:** You need to take all reasonable care to protect yourself and your property, as you would if you were not insured. There is limited cover under this policy for baggage left unattended, please refer to the policy wording for further details.
- Dangerous Sports & Pastimes:** You may not be insured if you are going to take part in dangerous sports or pastimes where there is a generally recognised risk of injury. Please check that this insurance covers you, or ask your agent.
- Fraudulent claims:** It is a criminal offence to make a fraudulent claim.

IMPORTANT CONDITIONS RELATING TO HEALTH

Please refer to the Travel Insurance Policy terms and conditions relating to health on page 4 of the Policy. You must comply with the terms & conditions of the Policy in order to ensure that you are eligible for cover.