

Tony Sheldon Travel - Terms and Conditions

We recommend that you read carefully the important information detailed below:

Your Booking

This receipt is issued by Tony Sheldon Travel who act as retail agents on behalf of the supplier with whom your booking has been made. Your reservation is subject to the supplier's terms and conditions, and you are bound by these conditions, a copy can be made available on request. When making your booking please ensure your name appears as on your passport with your first name and surname. Please check all details on your receipt as if any mistake is made by us and is not brought to our attention swiftly you may lose your right to having it changed free of charge. Any mistakes made by you will be charged as detailed below.

No Frills Carriers

For some of our destinations we use No Frills Carriers such as Easyjet & Ryanair instead of regular Charter flight companies. In these cases the terms of service are different from Charter flight companies.

At the time of booking we will search the No Frills Airline's database of flights, and if you decide to purchase the flight/holiday we will make a reservation directly with the airline on your behalf. We will forward the confirmation to the e-mail you provide.

You are subject to the relevant No Frills Carriers Terms & Conditions, these can be obtained on their website and will be deemed to be incorporated into this contract.

If you have any questions regarding your flight arrangements please contact our Administration department who will contact the No Frills Airline on your behalf. If you need to make an amendment to your flight booking there may be an administration charge levied by the No Frills Airline, we reserve the right to pass this charge on to you.

Balances of Payments Due

Please note that balances of payments due, must be received by Tony Sheldon Travel no later than 14 weeks prior to departure. Should we not receive the balance of your holiday by the due date, we reserve the right to cancel your holiday and charge all relevant cancellation fees. We also reserve the right to charge a one off administration fee of £30 and £5 per day thereafter where payments are received after this time. We also reserve the right to levy a handling charge of up to 2.5% (3% on AMEX cards) of the transaction value where payments are made by credit card.

Travel Insurance

We recommend that all passengers take out adequate travel insurance. It is a condition of booking with most tour operators that adequate insurance cover is arranged and some airlines or tour operators may deny you from travelling if proof of insurance cannot be provided.

Flight Times and Tickets/Vouchers

Flight times shown are provisional and may be subject to change, as per the tour operators/airlines booking conditions.

We recommend you reconfirm your flight times 48 hours prior to departure on both your outward and homeward journeys as per the tour operators/airlines instructions as changes to flight times may be made during your time abroad.

Tickets or vouchers are generally issued by the supplier between 10 to 14 days prior to travel, however they do reserve the right to issue documents on departure at the airport

Please contact us 1 week prior to departure if your travel documents have not been received.

Passports, Visas and Health

All passengers must have a 10 year British Citizen passport. You should note that some countries require your passport to remain valid for a minimum period after the return to the UK. (usually 6 months). If your passport is in its final year of validity, you should check with the embassy of the country you are visiting, otherwise travel may be denied.

As it is not possible to claim against your insurance cover should travel be refused under these circumstances, we suggest that you allow plenty of time to make these checks.

All British passport holders travelling to the USA under the Visa Waiver Programme will need their own machine-readable passport and apply for an ESTA. For further information about passport and visa requirements from the US Embassy, then please visit the following web link: www.usembassy.org.uk or take the link from our links page.

Please be aware customers are responsible for any visa or inoculation requirements for their destination. You may wish to obtain a copy of a booklet called Health Advice for Travellers (T6) available by calling 0800 555777. You can also obtain up to date travel advice from the Foreign & Commonwealth Office via their web site: www.fco.gov.uk or follow the link from our links page.

Cancellations and Amendments

Should you wish to amend or cancel your booking, instructions must be received in writing from the lead passenger. Charges will be levied by both your supplier and Tony Sheldon Travel (please see below for information on Tony Sheldon Travel's charges).

Please note that any incorrect information on the email confirmation should be brought to the attention of our Administration Department immediately.

We hope that your travel arrangements run as smoothly as possible and that you enjoy your holiday, however, if you feel the need to complain, we recommend that you immediately contact your supplier's representative whilst you are on holiday. If you are not satisfied, we recommend that you follow this up in writing as soon as you return to the UK, either to the supplier or to ourselves. We will not respond to any complaint not made within 28 days after your return to the UK and you waive all responsibility to any compensation

Should you require details of car hire, transfers, travel insurance, airport parking and hotels, please contact us on 01628675111.

Data Protection Policy

We take full responsibility for ensuring proper security measures are in place to protect your information. We must pass the information to the relevant suppliers of your travel arrangements, such as tour operator, airlines, hotels, transport companies, insurance provider, 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.

We may also contact you from time to time with details of any special offers that we may have available. Please let us know if you do not wish to receive these.

Holiday Charges

For any cancellations or Amendments please contact us on 01628675111 or alternatively send an e-mail to travel@sheldon.co.uk

Tony Sheldon Travel's charges are charged in addition to any charges made by the Tour Operator which are detailed in their booking conditions, a copy of which is available on request. All charges are advised at time of amendment.

Data Protection Statement

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, any special 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 your tour operator, 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 (EEA), 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. This applies to any sensitive information that you give to us such as details of any disabilities, or dietary/religious requirements. (If we cannot pass this information to the relevant suppliers, whether in the EEA or not, we cannot provide your booking. In making this booking, you consent to this information being passed on to the relevant persons.)

Usually your tour operator or other principal will pass this information onto their suppliers once we have provided it to them. The tour operator or other principal's use of your information is subject to their policy, both in respect of your booking and any future marketing, and is their responsibility. Please ask either us or them for a copy of this if you would like to see it.

Your data controller is: Tony Sheldon Travel You are entitled to a copy of your information held by us. If you would like to see this please ask us.

Tony Sheldon Travel is a trading name of The Freedom Travel Group Limited registered in England and Wales with registered number 3816981. Vat No. 403 3146 04

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The Freedom Travel Group Limited is part of Co-operative Group Limited.

The Freedom Travel Group Ltd Trading As Tony Sheldon Travel is a member of ABTA with membership number K9659. As such we are fully bonded according to ABTA's rules and abide by ABTA's Code of Conduct. ABTA protection applies to services supplied by The Freedom Travel Group Ltd T/A but does not apply to services featured on this website that are provided by any company that is not a member of ABTA. Please go to www.abta.com to check whether a company is a member of.

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.