



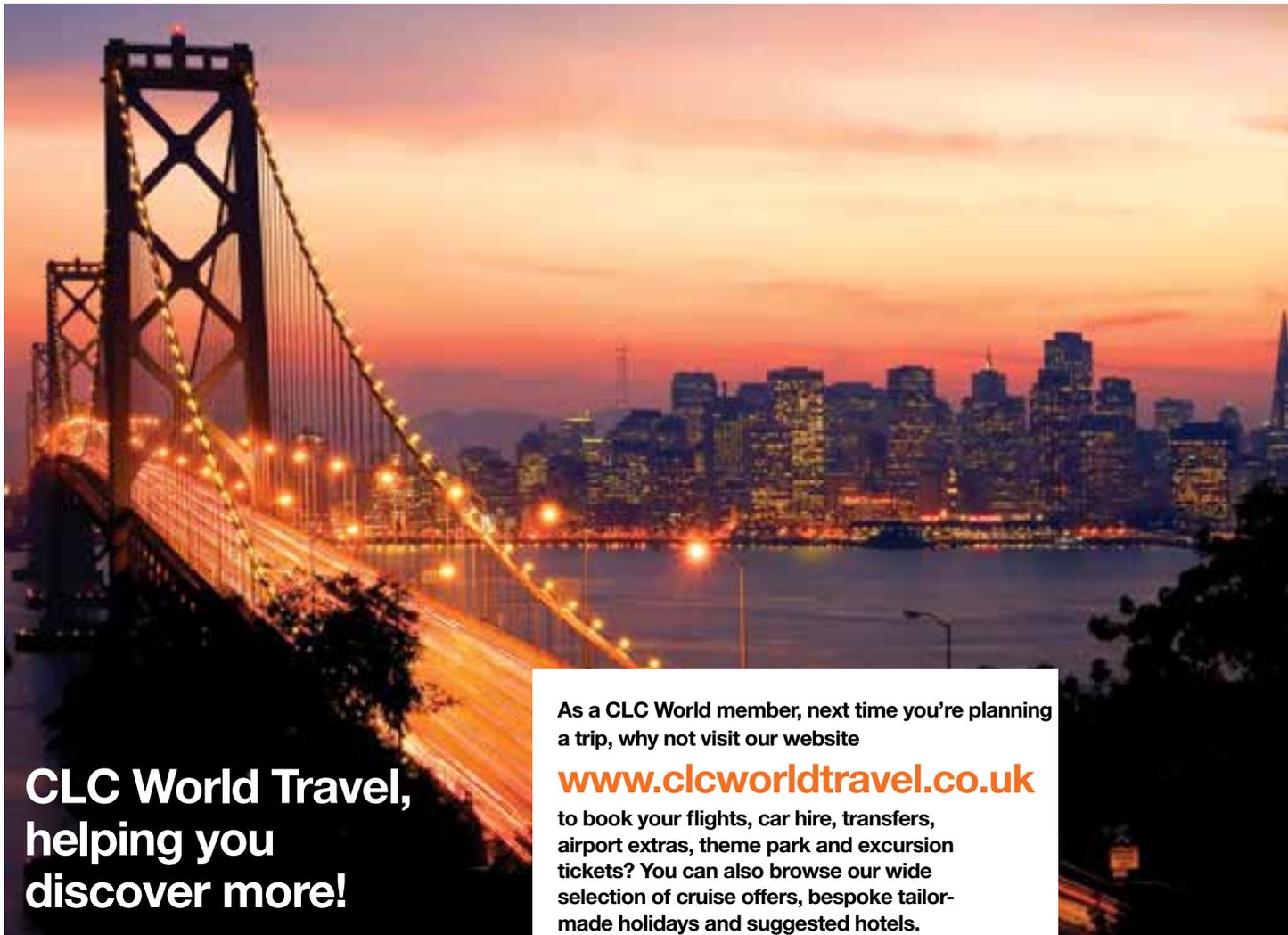
Attravel
CLC WORLD TRAVEL

Discover a whole new world

Flights
Tailor-made
Travel insurance
Holiday extras
Attractions tickets
Car hire
Cruises
Hotels

Tel: 0800 031 9707 · +34 952 66 99 73
Fax: + 34 952 66 99 75
travel@clcworldtravel.com

www.clcworldtravel.co.uk



**CLC World Travel,
helping you
discover more!**

As a CLC World member, next time you're planning a trip, why not visit our website

www.clcworldtravel.co.uk

to book your flights, car hire, transfers, airport extras, theme park and excursion tickets? You can also browse our wide selection of cruise offers, bespoke tailor-made holidays and suggested hotels.

To some, travel is simply a means of getting from one location to another. To us, it's a passion!

Within our call centres in Spain and the UK, our agents have over 200 years' combined experience in the industry, all of which is available to CLC World members.

Wherever you want to go, the chances are we have someone who's been there or has the knowledge and background to recommend the absolute best travel options for your well-deserved holiday, along with all your travel needs. Getting there is just the start; we can also suggest places to visit, what clothing to take and things to see and do, so you can make the most of your stay. You're getting the idea, I'm sure.

Whether you want to walk the Sydney Harbour Bridge, cruise around Alaska, barter in Bangkok or hunt for that secluded beach hideaway in Thailand, there is a team member who's 'been there and done it'.

At CLC World Travel, we pride ourselves on delivering exceptional levels of service to satisfy every element of your travel plans. Last year, over 15,000 of you placed your trust in us to handle your travel plans for a host of continents. Our expertise in putting together complex, custom-built holidays has been further developed as your holiday requests have become ever more adventurous, year upon year.

Our experience ensures that you get the right service to suit your needs, from low-cost flights to

business class luxury, or from a romantic short break hotel in Paris to a cruise for the extended family to mark a special occasion. We'll get you there - no fuss, no hassle - just simple, efficient service.

After all, when you're part of Europe's leading holidaymaker, you should expect nothing but the best, no matter where you want to go or whatever your holiday needs might be.

Contact one of the dedicated team and let their service convince you.

For those of you who prefer to book your travel solutions online, you can now do so by visiting www.clcworldtravel.co.uk while at the same time staying safe in the knowledge that CLC World Travel will still be there to look after you. Search and book live flights 24 hours a day, seven days a week with the ability to add a whole host of holiday extras!

Happy holidays!



Julie Fenlon-Halls
Group Travel Manager
CLC World Travel

**Wherever you're
going, we'll get
you there!**

Use our Freephone number

0800 031 9707

and speak to one of our dedicated CLC World Travel agents.

A service that is second to none



CLC World Travel is your very own dedicated travel agency created to

save you time, trouble and money.

When you take your breaks and hard-earned holidays, whether it's for a world cruise, a mini break, or something tailor-made to your specific request involving long haul flights linked to a personal guided tour, with a hotel stay added on and a hire car waiting for you on arrival, the website and telephone number for CLC World Travel is all you need.

With our years of experience and knowledge, no holiday arrangement is too complex. Our specialty is juggling all the details and, let's face it, when there are many elements involved, handling this yourself can be quite daunting. We arrange everything related to your travel plans, from the minute you leave to the minute you get back, so you can sit back and relax, knowing you're in safe hands. What's more, we search live systems, with all the latest deals on our screens, to ensure you get the best price on the day. All you have to do is tell us where you'd like to go and what you'd like to do; we'll take care of the rest.

Our fantastic website gives you the ability to search and book flights and much, much more, 24 hours a day, 7 days a week! Using a live booking engine, we have added the most popular travel products used by our members and your flights are protected by ATOL giving you peace of mind that your money is financially secure. You can also add car hire and transfers at the same time.

CLC World Travel's call centre is all about our expert agents helping our Members and offering peace of mind. You'll speak to a real person who takes pride in getting you what you want in the most cost-effective way. There's no need to sort through the fine print or worry that what you've booked isn't what you'll get. At CLC World Travel, we only deal with established and reputable suppliers and all Flight Only, Flight Plus or Flight Inclusive Packages booked with us departing from the UK are financially protected by ATOL.

Under the ATOL scheme, if something does go wrong while you are already on holiday, ATOL protection makes sure that you can continue your trip and return home safely. If any of the suppliers collapse before you are due to travel, CLC World Travel will offer alternative arrangements or make arrangements for you to claim a refund.

CLC World Travel is your very own dedicated travel agency, created to save you time, trouble and money. As well as the security of knowing you are dealing with a reputable company acting in our Members' best interests, we hold our own ATOL license and we are members of the travel association, ABTA, guaranteeing you financial security, quality and dependability across the board.





Flights

Before you take off,
we land you the best deal!

Book your ATOL protected flights using a live search and booking engine on www.clcworldtravel.co.uk. We have selected the most popular destinations used by you, and you can add car hire and transfers at the same time, 24 hours per day, seven days per week!

If you can't find the flights that you are looking for on our website, CLC World Travel's call centre is here to help you. We search live systems with real-time availability and prices so you'll always get the best possible deal on the day. What's more, with our expertise and experience, you'll have the assurance and benefits of our special relationships with all of the leading flight suppliers, wherever in the world you want to go.

We understand that cost is important, and we'll always search the options that suit you best. That includes a combination of price, convenience and comfort; whatever your priorities, we will ensure your travel needs are met fully. What's more we financially protect all our flights using ATOL, so your money is secure. Whether you want business class, first class enhanced economy or 'no frills' travel, a flight to Spain or an 'around the world' holiday of a lifetime, you only need to make one call and let the CLC World Travel team do the rest.

monarch FLY WITH US
THE EASTERN EUROPEAN

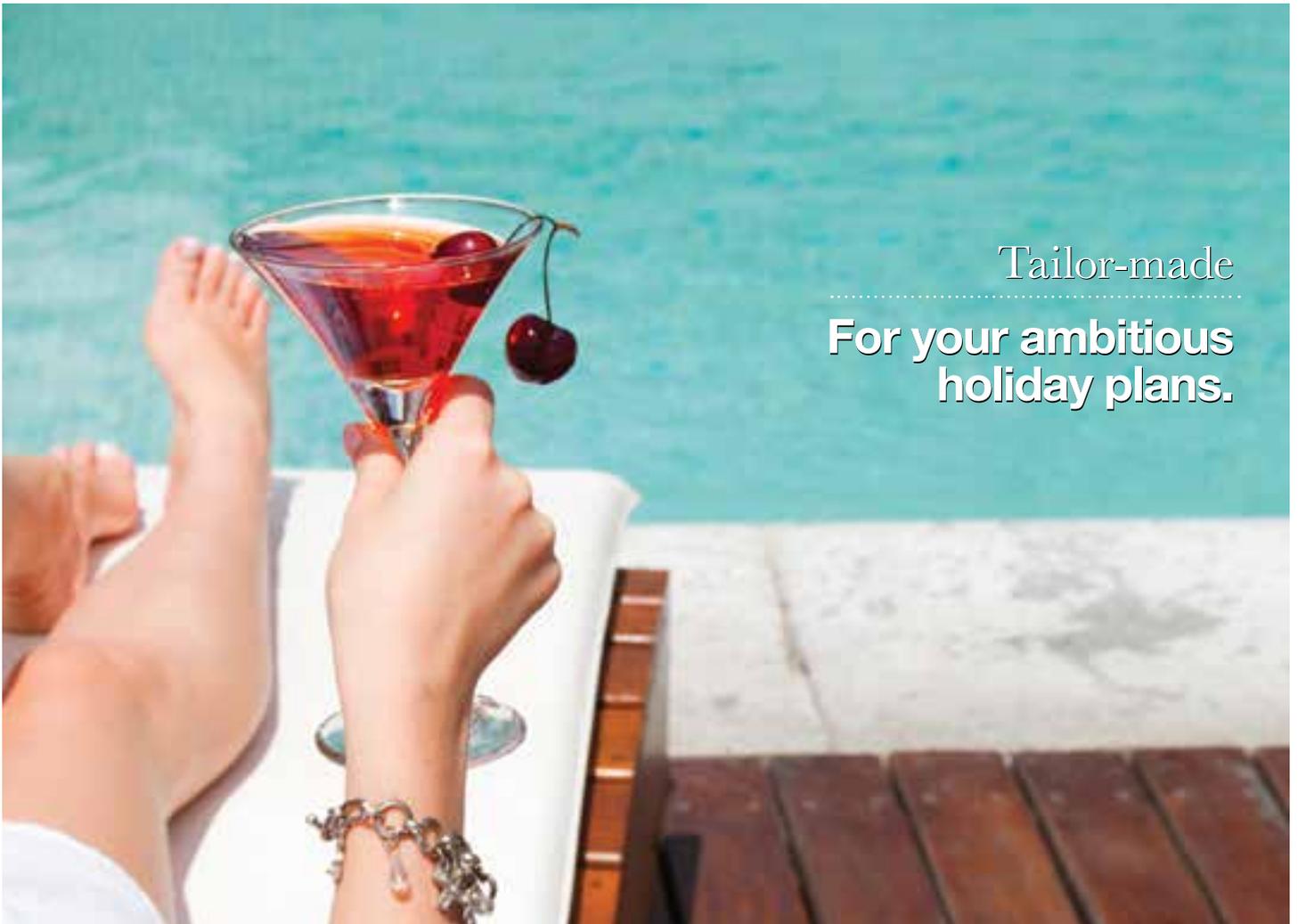
Jetset FLY WITH US
THE EASTERN EUROPEAN

US AIRWAYS
AA&AH ALLIANCE MEMBER

virgin atlantic



Visit
www.clcworldtravel.co.uk
to book your flights.
To speak to our professional team,
call Freephone 0800 031 9707



Tailor-made
For your ambitious
holiday plans.

Custom-build your holiday, your way!

Travellers are becoming more and more adventurous with their holiday plans, wishing to visit far-flung destinations and immerse themselves in the local culture and customs.

At CLC World Travel, we can tailor-make your holiday to suit your interests, taste and budget. Using our expertise, we will create your personal itinerary, arranging your flights, accommodation, tours, excursions and transport.

Private tours of Vietnam, luxury hotels in Antigua complete with your very own butler, exploring the Canadian Rockies by train and motorhome... the world really is your oyster!

We can make your holiday, using the accommodation that you have already

booked through your CLC World membership, into a fantastic tailor-made itinerary. Why not add the excitement of a driving tour through Andalucia before your stay at Club La Costa World; enjoy the sights and sounds of Miami and Key West prior to a week at CLC World's Encantada Resort, or visit vibrant New Delhi and the Taj Mahal before a beach break in Goa? All you need is your imagination!



For inspiration, visit
www.clcworldtravel.co.uk

To speak to our professional team,
call Freephone 0800 031 9707



Travel Insurance

**Book with us;
we've got it covered**

When it comes to travelling abroad, holiday insurance is essential and travelling without it can be costly. We have teamed up with an insurance broker to ensure our Members get the policy that is right for them and their individual travel requirements, tailoring each policy to give them exactly the right cover. Whether you want cost effective insurance for a leisurely holiday abroad or an active adventure, we can arrange policies for singles, couples and families. Comprehensive cover is available for a single trip or we can offer a money-saving annual policy for frequent travellers.

At CLC World Travel, we can also arrange a specific insurance policy to cover your timeshare membership. Unforeseen events do happen, so it's important to ensure that you have cover in the event of such an incident and the policy allows you to claim for the loss of either your Points or weeks.*

For your peace of mind, we are an appointed representative of Rock Insurance Services Limited which is authorised and regulated by the FCA, and all our staff have to sit yearly insurance exams.

*The travel insurance policy will suit the demand and needs of an individual or group who have no excluded, pre-existing medical conditions, are travelling to countries included within the policy terms and who wish to insure themselves against the unforeseen events detailed in the cover section. Policy is subject to terms and conditions and maximum specified claim limit.

Important: We will not provide you with advice about the suitability of this product for your individual needs, but we will be happy to provide you with factual information.



Visit
www.clcworldtravel.co.uk
to buy your travel insurance online.
To speak to our professional team,
call Freephone 0800 031 9707

NB: Travel insurance can only be sold to UK Citizens.
Terms and conditions apply.



Travel in Style

Make the most of your stay!

Airport Parking

Pre-book your UK airport parking with CLC World Travel and enjoy up to 60% off the gate prices. We can help you choose between a variety of parking services, such as chauffeured meet-and-greet parking, valet parking, on or off-airport parking and express parking. If you don't fancy driving to the airport, we can also arrange rail and coach transfers.

Airport Hotels

If you have an early flight, a late arrival or maybe you just want to start your holiday in style, why not pre-book an airport hotel? CLC World Travel can arrange a variety of hotels at most UK airports to suit your individual needs and budget.

Airport Lounges

The airport can be a very busy and stressful place and an airport lounge is the perfect way to escape from all the noise and chaos of the terminal building. Sit back and take time out to sample the complimentary bar,

enjoy light snacks, read the paper or just relax in a comfy chair with a cup of tea. Pre-book your airport lounge with CLC World Travel for an ideal start to your holiday.

holidayextras®

HolidayTaxis.com
the smart way to arrive on holiday

Holiday Taxis

Need a transfer from your arrival airport to your holiday resort? It can be quite daunting arriving in a foreign country, especially if you don't speak the language, and can you be sure that the taxi you take outside the terminal is reputable and reliable? CLC World Travel can pre-book transfers, from a chauffer transfer to a private car or mini-bus. We can have a driver waiting for you on arrival, all paid for in advance, using only reputable companies.



Visit www.clcworldtravel.co.uk to book transfers and a host of airport extras.

To speak to our professional team, call Freephone 0800 031 9707



Attraction tickets

**Queue
no more!**

Create holiday memories that last a lifetime

We know everything there is to know about worldwide attractions, tours and theme park tickets. We offer expert advice and exclusive ticket combinations – Disney®, Universal® and SeaWorld® 7 and 14 day passes cannot be purchased at the gate. PLUS - we issue you with turnstile-ready tickets for all major theme parks; issued by the park, your ticket guarantees you immediate entrance into the park, so there's NO additional queuing, and NO ticket exchanges or collections. Less stress equals more FUN!

Real Tickets
turnstile-ready tickets for all major theme parks - no fuss!

Real Value
up to 40% OFF gate prices!

Real Fast
sent by special delivery, in your hand before you travel.

Orlando

Theme park capital of the WORLD.

Where else on earth can you find such a staggering variety of world-class attractions in such a compact area? Enjoy the best of the Sunshine State with our fantastic range of Orlando theme park tickets, half-day and full-day excursions, dining options and unique experiences.

Europe

The world's BEST parks!

Europe's leading theme parks include Disneyland Paris®, PortAventura®, Siam Park® and Loro Parque®. Siam Park claims to have the longest lazy river as well as the Tower of Power with its heart-stopping 85ft drop, while PortAventura features the rollercoaster with the most loops in the world – hold tight if you dare!



California

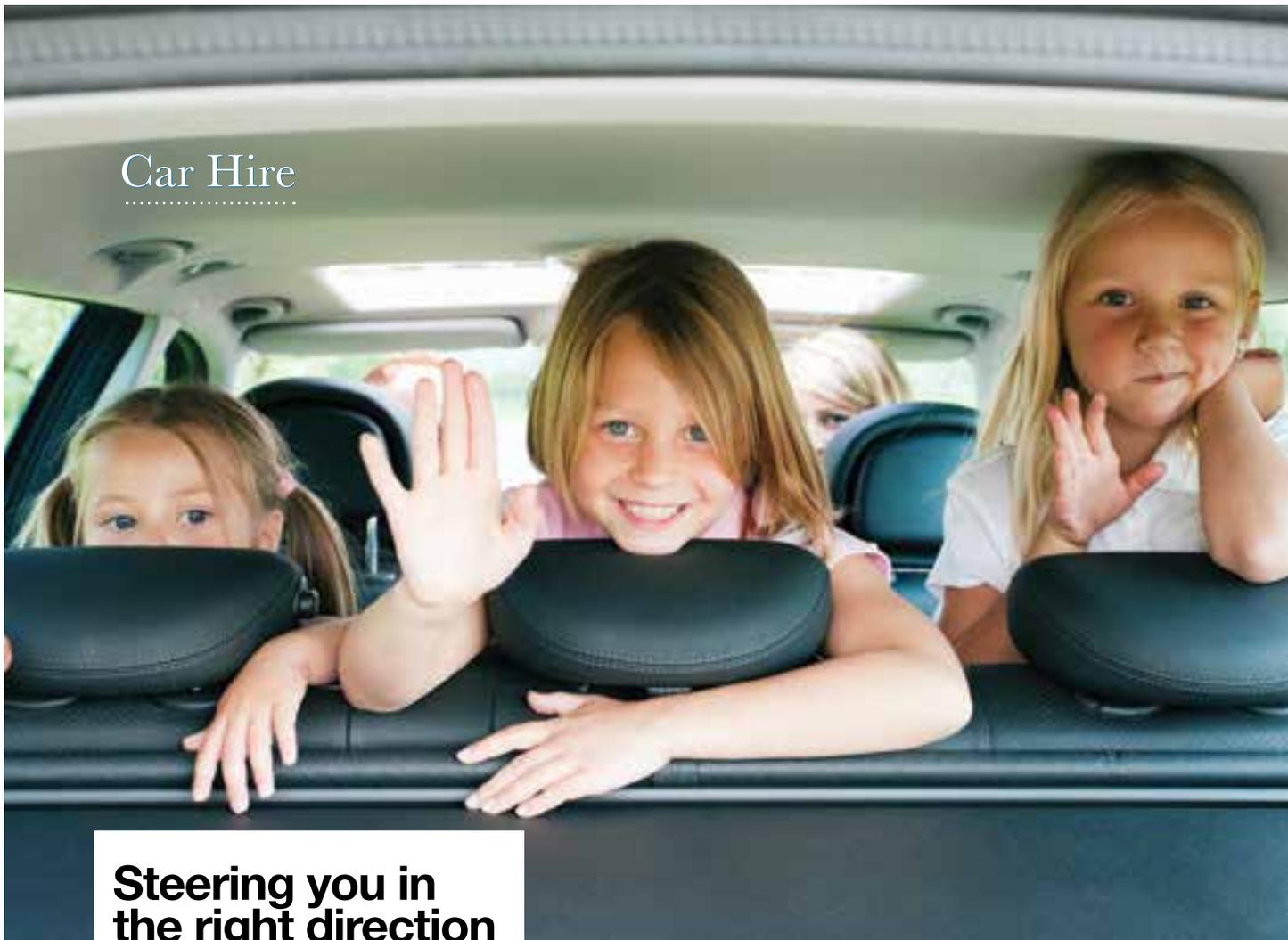
Year-round, it's a hot spot!

Home to Disneyland, Universal Studios and SeaWorld parks, we've got your tickets ready - plus a plethora of activities from wine tasting and surfing lessons to dinner shows, and from mountain biking to celebrity watching! Explore, discover and conquer California today!



Visit www.ceworldtravel.co.uk to pre-book your experiences, attractions and tours TODAY. To speak to our professional team, call Freephone 0800 031 9707

Car Hire



Steering you in the right direction

Freedom to roam...

Booking a hire car via CLC World Travel adds a whole new dimension to your holiday plans. Suddenly, it's easy to get to the less crowded areas, go where the locals go and generally get off the tourist trail without getting involved in the complexities and restrictions of local buses and trains.

Why pre-book?

It's essential to book early to avoid disappointment. With the rise in costs for public transport, car hire abroad is extremely popular and, if you wait until the last minute, many hire firms will have no availability.

It's usually much more expensive to hire a car at local rates, especially during peak season. Booking with CLC World Travel ensures that the vehicle you want will be available, with no need for a costly upgrade just because the car you want is sold out. Pre-booking also means that you can check exactly what's included before you travel; everything is paid for in advance, avoiding confusion and local expense.

Anywhere, any time!

Days, weeks, in fact whenever and wherever you need a 'set of wheels', we can arrange car hire for you at a competitive price and with a range of vehicle options to suit your party size and requirements. Airport collection or delivery to your resort*? Small economy car, people carrier or even a convertible? No problem! You can pre-book and make sure you get the right car, at the right price, when and where you want it.

*Resort delivery subject to availability.



Book your car hire online by visiting

www.clcworldtravel.co.uk

To speak to our professional team, call Freephone 0800 031 9707



World of Cruising



To view a selection of our latest cruise offers, visit

www.clcworldtravel.co.uk

To speak to our professional team, call Freephone 0800 031 9707

Destination after destination - effortlessly

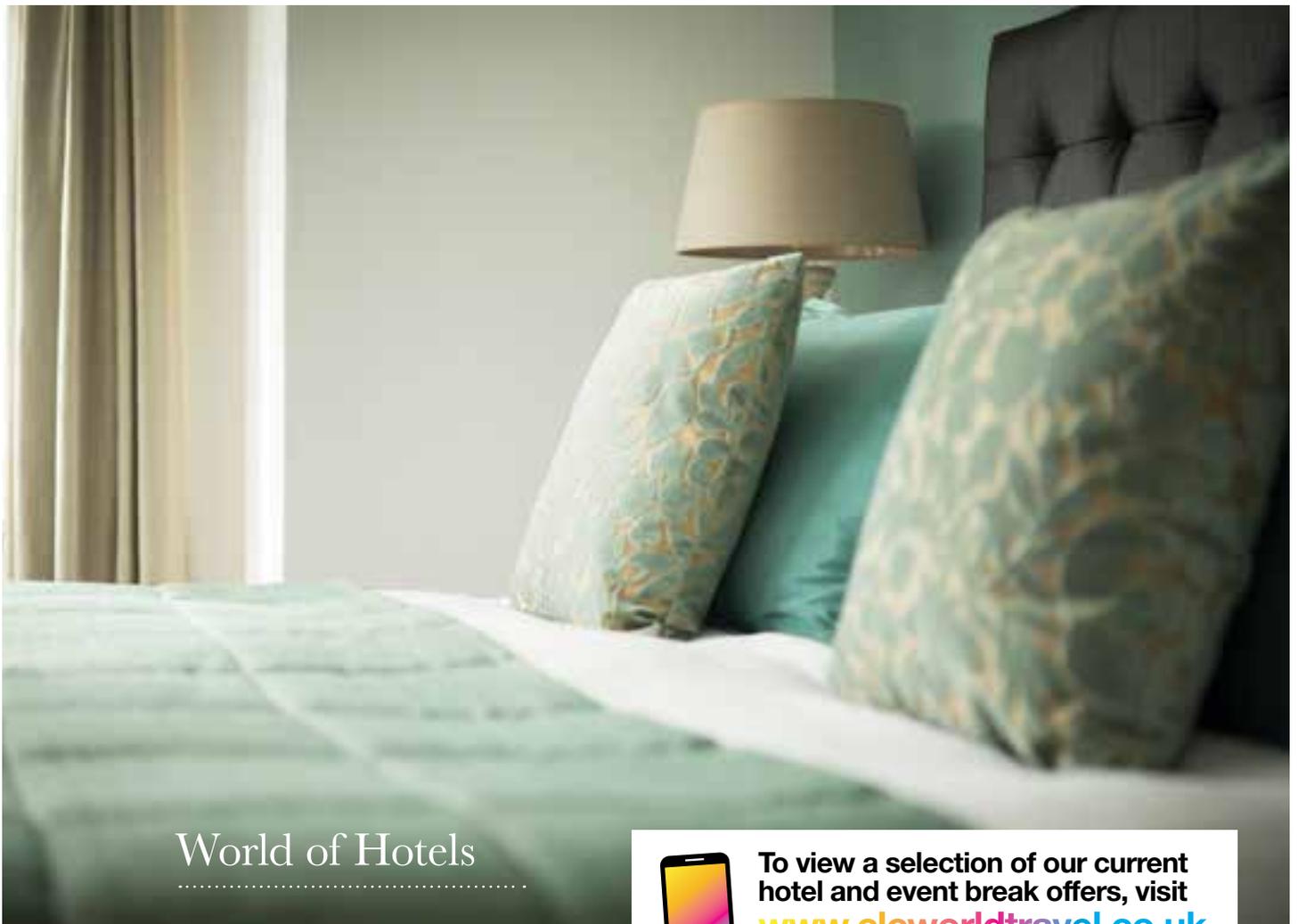
Taking a cruise is undoubtedly one of the most romantic and exciting ways to holiday. From the moment you board, you're treated to a host of different pleasures: a plush cabin, plentiful and varied food and drink, a multitude of activities and entertainment both on board and off, and the list goes on.

You can see the world from the luxury and comfort of your private balcony or up on deck, while travelling at a steady, relaxed pace; allow yourself to escape from the complexities of modern life, with time to relax, make friends, or just gaze at the ocean and soak up the whole experience. Then venture ashore and discover new places, or just take it all in as your ship sails along.

With CLC World Travel's thorough understanding of cruises, we'll match you with the cruise of your dreams. We offer a wide variety of cruises aboard all the major cruise lines, including the more specialised operators, and we ensure that you get the best prices and the widest choice.

For more details, download our **World of Cruising** brochure from the **Members' Area** or ask for your **personal copy** (a charge may apply).





World of Hotels



To view a selection of our current hotel and event break offers, visit www.clcworldtravel.co.uk
To speak to our professional team, call Freephone 0800 031 9707

A good night's sleep in any language

CLC World Travel can book a hotel for you almost anywhere in the world, and the world's leading hotel chains are just a phone call away. Whether it's for a business trip, romantic weekend, short break, family visit or cultural excursion, you can count on us to give you the most comprehensive service, making it easy and pleasurable for you to get away.

Be it a mini-break close to home, a night or two on your way to a CLC World resort, or a couple of nights in a swish hotel in Sydney before the departure of your Australasia cruise, we'll take care of it. Feel free to use your imagination!

From the latest musicals and live concerts to relaxing spas, challenging golf courses, Grand Prix or Wimbledon packages, CLC World Travel offers an array of fantastic event breaks.

For more details, download our World of Hotels brochure from the Members' Area or ask for your personal copy (a charge may apply).



Ambassador Holidays Limited T/A CLC World Travel Retail Agency Booking Conditions.

These Booking Conditions, together with our privacy policy where your holiday is booked via our website, our website terms and conditions of use, and any other written information we brought to your attention before we confirmed your booking, form the basis of your contract with Ambassador Holidays Ltd trading as CLC World Travel registered in England & Wales, registered office number 04569958 of Hallswelle House, 1 Hallswelle Road, London, NW11 0DH, VAT Number 802 8221 62 ("we" or "us"). Please read them carefully as they set out our respective rights and obligations. In these Booking Conditions, references to "you" and "your" include the first named person on the booking and all persons on whose behalf a booking is made or any other person for whom a booking is added or transferred. By making a booking, the first named person on the booking agrees on behalf of all persons detailed on the booking that:

1. He/she has read these terms and conditions and has the authority to be and does agree to be bound by them;
2. He/she consents to our use of information in accordance with our Privacy Policy;
3. He/she is over 18 years of age and where placing an order for services with age restrictions declares that he/she and all members of the party are of the appropriate age to purchase those services.

Except where otherwise specified, we act only as an agent in respect of all bookings. For most bookings, we act as agent for the supplier of the arrangements in question (the 'supplier(s)') but we act as your agent when making a booking with most no frills airlines and some hotels. Details will be given at the time of booking. We accept no liability in relation to any contract you enter into or for any services or arrangements you purchase ("arrangements") or for the acts or omissions of any supplier(s) or other person(s) or party(ies) connected with any arrangements. For all arrangements, your contract will be with the supplier(s) in question. When making your booking we will arrange for you to enter into a contract with the applicable supplier(s) of the arrangements. Your booking with us is subject to these Agency Booking Conditions and the specific booking conditions of the relevant supplier(s) you contract with and you are advised to read both carefully prior to booking. The supplier's terms and conditions may limit and/or exclude the supplier's liability to you. Copies of applicable conditions are available on request from us.

These Booking Conditions and any contract to which they apply 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 in those places and you wish to do so.

Our website offers travel arrangements, accommodation and other services that are available to be purchased separately. In other words, you may decide to just purchase accommodation from us or you may decide to purchase accommodation and a flight. Whatever you decide, we will treat each element as a separate booking so that the price charged in total for the booking of more than one element will always equal the prices charged separately for each individual element. To help you to identify which element you would like to book, prices on our website are listed by element and each element of the booking is available to buy separately at the same price as it would be if more than one element is booked. **This means that any multiple bookings do not constitute a package as defined in the Package Travel, Package Holidays and Package Tours Regulations 1992.**

BOOKING DETAILS: When your payment has been processed, your booking will be confirmed and a contract between you and the supplier(s) in question will exist and we will send you a receipt for your payments and a confirmation on their behalf. If your confirmed arrangements include a flight, we will also issue you with an ATOL Certificate. Please check that all names, dates and timings are correct on receipt of any ATOL Certificate, all confirmations and other documents and advise us of any errors immediately. Any changes to these details will incur the charges stated below. Please ensure that the names given are the same as in the relevant passport. As we act only as booking agent, we have no responsibility for any errors in any documentation except where an error is made by us.

The booking information that you provide to us will be passed on only to the relevant suppliers of your travel arrangements or other persons necessary for the provision of your travel arrangements. The information may therefore be provided to public authorities such as customs or immigration if required by them, or as required by law. This applies to any sensitive information that you give to us such as details of any disabilities, or dietary and religious requirements. Certain information may also be passed on to security or credit checking companies. If you are travelling to the United States, the US Customs and Border Protection will receive this information for the purposes of preventing and combating terrorism and other serious trans-national crimes. If you travel outside the European Economic Area, controls on data protection may not be as strong as the legal requirements in this country. **If we cannot pass this information to the relevant suppliers, whether in the EEA or not, we will be unable to provide your booking. In making this booking, you consent to this information being passed on to the relevant persons.** Full details of our data protection policy are available upon request.

PAYMENT: You will be required by the supplier(s) of the arrangements in question to pay a deposit or make full payment for your booking at the time of booking. Where you only pay a deposit, you must pay the full balance by the balance due date notified to you. If full payment is not received by the balance due date, we will notify the supplier who may cancel your booking and charge the cancellation fees set out in their terms and conditions.

Any money paid to us in respect of a licensable booking, including flights, is held by us on behalf of and for the benefit of the Trustees of the Air Travel Trust at all times, but subject to our obligation to pay it to the supplier of your arrangements for so long as that supplier does not fail financially. If that supplier does fail financially, any money we hold at that time or subsequently accepts from you, is and continues to be held by us on behalf of and for the benefit of the Trustees of the Air Travel Trust without any obligation to pay that money to the applicable supplier.

PRICES: We reserve the right to amend advertised prices at any time. We also reserve the right to correct errors in both advertised and confirmed prices. **Special note: changes and errors sometimes occur. You must check the price of your chosen arrangements at the time of booking.**

SPECIAL REQUESTS: If you have any special requests (for example dietary requirements, cots or room location), please let us know at the time of booking. We will pass on all such requests to the supplier, but we cannot guarantee that they will be met and we will have no liability to you if they are not. (Please also note that we may charge an administration fee – see below).

CANCELLATION AND AMENDMENT: Any cancellation or amendment request must be sent to us in writing and will not take effect until received by us. While we will try to assist, we cannot guarantee that requests to amend arrangements will be met. Amendments and cancellations can only be accepted in accordance with the terms and conditions of the supplier of your arrangements. The supplier may charge the cancellation or amendment charges shown in their booking conditions (which may be as much as 100% of the cost of the arrangement(s) in question and will normally increase closer to the date of departure). In addition you must pay us an administration fee as detailed in the clause headed 'Service Charges' below. You will be notified of the exact charges at the time of amendment or cancellation.

INSURANCE: Many suppliers require you to take out travel insurance as a condition of booking with them. In any event, we strongly advise that you take out a policy of insurance in order to cover you and your party against the cost of cancellation by you; the cost of assistance (including repatriation) in the event of accident or illness; loss of baggage and money; and other expenses. If we have issued your policy, please check it carefully to ensure that all the details are correct and that all relevant information has been provided by you (e.g. pre-existing medical conditions). Failure to disclose relevant information will affect your insurance.

DELIVERY OF DOCUMENTS: All documents (e.g. invoices/tickets/Insurance policies) will be sent to you by email or first class post. Once documents leave our offices we will not be responsible for their loss unless such loss is due to our negligence. If tickets or other documents need to be reissued, all costs must be paid by you. You can ask for delivery by other means, subject to the charges stated below.

PASSPORTS, VISAS AND HEALTH: We can provide general information about the passport and visa requirements for your trip. Your specific passport and visa requirements, and other immigration requirements are your responsibility and you should confirm these with the relevant Embassies and/or Consulates. Neither we nor the supplier accept any responsibility if you cannot travel because you have not complied with any passport, visa or immigration requirements. Most countries now require passports to be valid for at least 6 months after your return date.

Please take special note that, for all air travel within the British Isles, airlines require photographic identification of a specific type. Please ask us for full details.

We can provide general information about any health formalities required for your trip but you should check with your own doctor for your specific circumstances.

FINAL TRAVEL ARRANGEMENTS: Please ensure that all of your travel, passport, visa and insurance documents are in order and that you arrive in plenty of time to check in at the airport. It may be necessary to reconfirm your flight with the airline prior to departure. Please ask us for details at least 72 hours before your outbound flight. You should take a note of any reference number or contact name when reconfirming. If you fail to reconfirm, you may be refused permission to board the aircraft and you are unlikely to receive any refund.

CHANGES AND CANCELLATIONS BY THE SUPPLIER: We will inform you as soon as reasonably possible if any supplier needs to make a significant change to your confirmed arrangements or to cancel them. We will also liaise between you and the applicable supplier in relation to any alternative arrangements offered by the supplier but we will have no further liability to you.

OUR RESPONSIBILITY: Your contract is with the supplier(s) of the arrangements in question and their booking conditions apply. As agent, we accept no responsibility for the actual provision of the arrangements. Our responsibilities are limited to making the booking in accordance with your instructions. Except as otherwise stated on these booking conditions, we accept no responsibility for any information about the arrangements that we pass on to you in good faith. However, in the event that we are found liable to you on any basis whatsoever, our maximum liability to you is limited to twice the cost of your booking (or the appropriate proportion of this if not everyone on the booking is affected). We do not exclude or limit any liability for death or personal injury that arises as a result of our negligence or that of any of our employees while acting in the course of their employment.

OUR RESPONSIBILITY FOR FLIGHT-PLUS BOOKINGS:

What is a Flight-Plus?

- (1) A Flight-Plus exists where you request to book a flight out of the UK, or a flight into the UK where you departed from the UK by another means and on the same day, the day before or the day after, you also request to book either living accommodation or self-drive car hire which takes place outside the UK and is supplied under or in connection with your flight. In all cases the services must cover a period of more than twenty four hours or include overnight living accommodation in order to make them a Flight-Plus.
- (2) If in connection with the flight, on the same day, the day before or the day after you book the flight, you also book any other tourist services which are not ancillary to flight or living accommodation and which account for a significant proportion of the Flight-Plus, they will also form part of the Flight-Plus.
- (3) A Flight-Plus will also exist where on the same day, the day before or the day after you have requested to book: a) a non flight-inclusive Package, you request to book a flight out of the UK, or a flight into the UK where you departed from the UK by another means or b) a flight-inclusive Package, you request to book accommodation or self-drive car hire outside the UK. (A Package exists if you book a pre-arranged combination of at least two of the following components when sold or offered for sale at an inclusive price and when the service covers a period of more than twenty-four hours or includes overnight accommodation:-(a) transport; (b) accommodation; (c) other tourist services not ancillary to transport or accommodation and accounting for a significant proportion of the Package).
- (4) A flight which begins and ends in the United Kingdom will not form part of a Flight-Plus.
- (5) A Flight-Plus will cease to exist and this clause will not apply if you cancel any component of your Flight-Plus; and as a consequence of that cancellation, the requirements in paragraph (1) are no longer satisfied.
- (6) Where you request to book a Flight-Plus, we will be a Flight-Plus Arranger in accordance with the definitions set out in Regulation 25 of The Civil Aviation (Air Travel Organisers' Licensing) Regulations 2012.

Flight-Plus Liability

- (a) In these conditions, the failure or insolvency of a provider will have the meaning prescribed in Regulation 23 of the ATOL Regulations 2012.
- (b) If, before your intended departure on a Flight-Plus we become aware that any part of your Flight-Plus will not be provided a) because of the insolvency of any person concerned with the provision of the arrangements making up a Flight-Plus or b) because the ATOL holder providing your flight accommodation is insolvent, cannot or will not be able to meet, or will fail to meet its obligations to its customers, we will make reasonable endeavours to provide you with suitable alternative arrangements at no extra cost. If it is impossible to make such arrangements, we will give you a full refund of all monies paid to us in respect of your Flight-Plus.
- (c) If, after your intended departure on a Flight-Plus we become aware your flight arrangements will not be provided a) because of the insolvency of any person concerned with the provision of the flight accommodation making up your Flight-Plus or b) because the ATOL holder providing your flight accommodation is insolvent, cannot or will not be able to meet, or will fail to meet its obligations to its customers, we or the CAA will provide you with suitable alternative transport back to the place of departure or to another return point to which you have agreed.
- (d) If, after your intended departure on a Flight-Plus we become aware that your living accommodation or self-drive car hire will not be provided because of the insolvency of any person concerned with the provision of the living accommodation or self-drive car hire making up your Flight-Plus, we will provide you with suitable alternative living accommodation or self-drive car hire at no extra cost. If it is impossible to make such arrangements, we will give you a full refund of all monies paid to us in respect of all unused flight accommodation, living accommodation, self-drive car hire and other tourist services forming part of your Flight-Plus.
- (e) Where suitable alternative arrangements are provided as set out in clauses (b) – (d) of this clause above, we will where appropriate, pay you reasonable compensation, to include any incidental expenses reasonably incurred by you and evidenced by receipts. Compensation will not be payable if living accommodation or self drive car hire is offered by us and accepted by you with a higher price than that originally booked and is supplied in the same location as originally booked where no additional payment is made by you.

- (f) If cancellation occurs for reasons other than relating to insolvency, we will not be liable to pay you compensation and the above options will not be available. As your agent, whether or not we have sold you a Flight-Plus, we will not be liable in respect of quality complaints, any general losses, distress or disappointment suffered by you in relation to your booking, and any such claims must be directed to the relevant supplier of the element in question.
- (g) We will not make suitable alternative arrangements or pay you compensation in respect of any tourist services forming part of your Flight-Plus. A refund will be given in respect of these services in the event of insolvency but we will have no further liability.
- (h) In some circumstances, the CAA will arrange and fund the obligations set out in clauses (b) to (d) of this clause above. In this situation, we are entitled to levy a £25 claims processing fee per passenger which you agree to pay to us if such an event happens. We reserve the right to invoice you for this separately or to deduct it from any refund sums due to you. It will not be appropriate to pay you compensation in the event that the CAA takes on the obligation to provide you with alternative services.
- (i) We, or the suppliers identified on your ATOL Certificate, will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where neither we nor the supplier are able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL Scheme (or your credit card issuer where applicable).

COMPLAINTS: Because the contract for your arrangements is between you and the supplier, any dissatisfaction regarding your arrangements must be reported to the applicable supplier or their local supplier or agent immediately. If you fail to follow this procedure, there will be less opportunity for the supplier to investigate and rectify your complaint. The amount of compensation you may be entitled to may be reduced or you may not receive any at all depending upon the circumstances. If the matter cannot be resolved and it involves us or another ABTA member, then it can be referred to the arbitration scheme arranged by ABTA www.abta.com. (See also below).

ABTA: We are a Member of ABTA, membership number J8067, and we are obliged by ABTA's Code of Conduct to maintain a high standard of service to you. We can also offer you an arbitration scheme for the resolution of disputes arising out of, or in connection with this contract. The arbitration scheme is arranged by ABTA and administered independently. It provides for a simple and inexpensive method of arbitration on documents alone with restricted liability on you in respect of costs. The scheme does not apply to claims for an amount greater than £5,000 per person. There is also a limit of £25,000 per booking form. Neither does it apply to claims which are solely in respect of physical injury or illness or their consequences. The scheme can however deal with compensation claims which include an element of minor injury or illness subject to a limit of £1,500 on the amount the arbitrator can award per person in respect of this element. Your request for arbitration must be received by ABTA within eighteen months of the date of return from holiday. Outside this time limit, arbitration under the Scheme may still be available if we agree, but the ABTA Code does not require such agreement. For injury and illness claims, you can request the ABTA Mediation Procedure and we have the option to agree to mediation. Further information on the Code and ABTA's assistance in resolving disputes can be found on www.abta.com.

FINANCIAL PROTECTION: We provide financial security for Flight-Plus bookings by way of a bond held by the Civil Aviation Authority under ATOL number 5944. When you buy an ATOL-protected flight or flight-inclusive holiday from us you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you, and who to contact if things go wrong. For further information, visit the ATOL website at www.atol.org.uk. The price of our flight-inclusive arrangements 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. Not all holiday or travel services offered and sold by us will be protected by the ATOL Scheme. ATOL protection extends primarily to customers who book and pay in the United Kingdom.

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.

If you book arrangements other than a Flight-Plus from this website, your monies will not be financially protected by us, but the supplier of your arrangements may provide their own form of protection. Contact the supplier for further details.

Some flights may not be booked under our ATOL number (e.g. where we use your credit card to book a low cost flight on your behalf). Those flights will not be financially protected.

SERVICE CHARGES: In certain circumstances, we apply an administration fee for the services we provide. Charges are included in the prices we show online or via the call centre.

Bookings made via our call centre:

| SERVICE | CHARGE |
|--|---|
| Telephone booking administration fee (Flights) | Minimum £25.00 or 12% per person per booking whichever is greater |
| Telephone booking administration fee (Other Travel Products) | Maximum £10.00 per booking |
| Special requests after booking has been confirmed | Supplier's charge only |
| Pre-booking airline seats after confirmed booking | Supplier's charge only |
| Cancellation or amendment | Supplier's charges plus £25.00 per person administration fee |
| Collection of surcharges/ additional taxes | Supplier's charge only |
| Credit card charge | 2.5% - minimum £2.00 or maximum charge £50.00 per transaction |
| Tickets despatched by courier | Cost of courier charges |
| Tickets despatched by insured delivery | £10.00 |
| Request duplicate documents | Free of charge |
| Arranging passports and visas | Supplier's charge only |

Bookings made via our website www.clcworldtravel.co.uk

| SERVICE | CHARGE |
|---|--|
| Online booking administration fee, flights | £10.00 per person |
| Car hire or transfers administration booking fee | Free of charge |
| Pre-booking airline seats after confirmed booking | Supplier's charge only |
| Special requests after booking has been confirmed | £30.00 per request plus any supplier's charge |
| Cancellation or amendment | £25.00 per person administration fee plus supplier's charges |
| Collection of surcharges/ additional taxes | Supplier's charge only |
| Credit card charge | Ambassador Holidays do not make an additional charge for payment by credit card; however our suppliers may impose a fee. This fee will be displayed within the price breakdown prior to confirming your booking. |
| Tickets despatched by courier | £10.00 plus cost of courier charges |
| Tickets despatched by insured delivery | £15.00 |
| Request duplicate documents | £20.00 per booking |
| Arranging passports and visas | £50.00 plus supplier's charges |

ACCURACY OF PRICES AND BROCHURE DETAILS:

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

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