



Terms and Conditions

Take Me To Africa Ltd is a UK-registered tour operator specialising in holidays and travel packages across Africa.
Company number: 11054009.

Registered address: Chandos Business Centre, 87 Warwick Street, Royal Leamington Spa, Warwickshire, CV32 4RJ.

These Booking Terms & Conditions, together with our Privacy Policy, your confirmed Itinerary, and any other written information provided before booking confirmation, form the contract between you and Take Me To Africa Ltd (“the Company”, “we”, “us”, “our”). Please read them carefully, as they set out the rights and responsibilities of both parties. References to “you” and “your” include the lead traveller named on the confirmation invoice (who must be at least 18 years old at the time of booking) and all persons on whose behalf a booking is made.

1. Definitions

- **Start Date:** The date your Trip begins, defined as the first included service arranged by us (such as a flight, transfer, activity, or hotel check-in), whichever occurs first.
- **End Date:** The date your Trip ends, defined as the final included service arranged by us (such as hotel check-out, transfer, activity, or the date your departure flight lands).
- **Tour, Trip, or Holiday:** Any travel arrangements or package organised by Take Me To Africa Ltd.
- **Itinerary or Trip Pack:** Documents (usually digital) outlining your confirmed travel arrangements and essential information for your Trip.
- **Lead Passenger:** The person who makes the booking on behalf of all travellers, is responsible for all payments and communications, and must be at least 18 years old at the time of booking.

2. What Constitutes a “Package”

A **package** is a combination of at least two different types of travel services (such as transport, accommodation, car hire, or guided activities) sold or offered by us as a single booking. When these services are combined and the trip lasts more than 24 hours or includes an overnight stay, the arrangement is considered a **package** under the UK Package Travel and Linked Travel Arrangements Regulations.

3. Inclusions & Exclusions

Your confirmed Itinerary will set out exactly what is included in your Trip. Anything not listed there should be considered excluded unless we have confirmed otherwise in writing.

Unless specifically stated as included, the following items are excluded from all Trips:

- International flights, unless booked through Take Me To Africa Ltd and specified in the itinerary.
- Internal flights, unless booked through Take Me To Africa Ltd and specified in the itinerary.
- All pre- and post-Trip expenses, including costs incurred before the first service on the Start Date, or after the final service ends on the End Date.
- Travel insurance or any other personal insurance.
- Passport, visa, and border-related costs.
- Vaccinations, medical tests or certificates, and medication required before, during or after travel.
- Meals, drinks, and snacks except those explicitly listed as included.
- Activities, excursions, or experiences not listed as included.
- Personal expenses, including discretionary gratuities (in addition to any we may provide on your behalf where appropriate).

For all Trips, all inclusions and exclusions will be clearly outlined in your quotation and again at the time of booking.

4. Booking Your Trip

How your contract is formed

Your booking is confirmed—and a contract comes into existence—when we issue you with your booking confirmation. We will issue a written confirmation by email. Only the details shown in your booking confirmation form part of the contract.

Booking on behalf of others

If you make a booking on behalf of other travellers, you confirm that you have the authority to act as the Lead Passenger and to accept these Terms & Conditions on their behalf. You are responsible for all communications and payments for the group.

Our right to decline bookings

We reserve the right, at our discretion, to decline a booking and refund any deposit paid.

Information you must provide

Before travel, you must complete our pre-trip guest form for each traveller and provide:

- Copies of your passports for each person travelling
- Flight details (if not booked through us)
- Travel insurance information
- Any special requests
- Relevant medical conditions and dietary requirements
- Emergency contact details

Accuracy of information

You are responsible for ensuring that all information you provide is accurate and supplied on time, including correct passport names. If inaccurate, incomplete, or late information results in charges, amendments, or disruptions, these costs will be passed on to you. Supplying false or incomplete details may result in cancellation without refund.

5. Trip Information

Approximately 2-3 weeks before the Start Date, we shall upload all of the documents and required information relating to your Trip. This will be delivered digitally in a portal connected to your full itinerary.

This information will include:

- flight voucher and any luggage restrictions;
- a full trip voucher detailing each service and any relevant booking references and pickup times;
- activity vouchers that specify each activity booked in detail;
- country-specific information;
- what to expect on safari and your role;

6. Payment Terms

Payment schedule

The balance of your trip is due 60 days before departure. For bookings made within 60 days of departure, full payment is required within 24 hours of submitting your booking form.

How to pay

Payment may be made by electronic bank transfer (full details will be provided at the time of booking). We may also offer secure payment by credit or debit card via a payment link. Accepted cards are Visa, MasterCard, Delta, and Maestro. We do not accept American Express, and we do not retain your card details.

International card payments incur a surcharge of 2.5% for credit cards and 2.0% for debit cards.

Deposit and balance payments

You must pay your deposit and the remaining balance by the dates shown on your booking confirmation. The balance of your trip cost is due no later than 60 days before the Trip Start Date, unless otherwise stated.

Late or missed payments

If you do not pay the balance by the due date, we reserve the right to treat your booking as cancelled. In such cases, a cancellation fee equal to your deposit will apply.

Financial protection

All monies paid by you are deposited directly into a Protected Trust Services (PTS) Trust Account, ensuring full financial protection.

ATOL protection for flight-inclusive packages

If your booking includes flights, we will issue you with an ATOL Certificate. You must check all documentation carefully upon receipt. If any details on your ATOL Certificate, booking confirmation, or other documents appear incorrect, you must notify us immediately, as changes may not be possible later. Failure to notify us of inaccuracies within 10 days (or 5 days for tickets) may affect your rights.

7. Pricing

Transparent pricing

We display prices clearly at the time of booking. All mandatory charges, such as taxes and compulsory surcharges, are included in the total price shown. We do not add hidden mandatory fees later. Please always check the price of your chosen arrangements before confirming your booking. This does not apply to small local taxes applied on the ground.

Price changes before and after booking

We reserve the right before booking to amend the price of unsold spaces on group tours at any time, to update the price based on current exchange rates, and to correct any errors in confirmed prices. After booking, the price of your Trip may increase only if the change is a direct result of:

- Increases in the cost of the carriage of passengers due to fuel or other power sources;
- Increases in taxes or fees imposed by third parties not directly involved in your trip (e.g., tourist taxes, landing taxes, embarkation/disembarkation fees);
- Changes in park/entrance fees since booking;
- Situations where a Trip was booked based on estimated prices for flights or other components not yet released with confirmed rates. This will be highlighted at the time of booking.

Your rights if prices increase

If the increase exceeds 8% of the price of your confirmed trip (excluding flights, amendment charges, and additional arrangements), you may:

- Accept an alternative trip component (if available), or
- Cancel your booking and receive a full refund of all monies paid, excluding amendment charges.

You must exercise this right within 7 days of the date on your final balance becoming due. Please note that you cannot cancel for a full refund where an increase results from estimated flight costs disclosed at the time of booking.

Price reductions

If the cost of your trip decreases due to the factors listed above, we will refund the difference less a £100 administrative fee. However, not all apparent cost reductions affect your trip price, as travel arrangements are sometimes protected through contractual terms or currency contracts.

Charitable contribution

From the 1st of June 2025, a mandatory £25 per person charitable contribution is included in every booking. Take Me To Africa will match this amount and donate the combined funds to two selected charities—one supporting wildlife conservation and one supporting community development initiatives in Africa.

8. Passport, Visa, and Health Requirements

You are fully responsible for ensuring that you meet all passport, visa, immigration, and health requirements for the countries you will visit. This includes obtaining:

- A valid passport;
- Any required visas;
- All necessary vaccinations, inoculations, and medications;
- Any medical certificates or supporting documentation required for entry.

Most countries require that your passport is valid for at least six months beyond the date of your return.

Health, visa, and entry requirements can change rapidly. While we will provide guidance where possible, it remains your responsibility to check the most up-to-date government information before departure. We are not responsible for any costs or losses arising if you are denied entry due to incomplete or incorrect documentation, unless we failed to provide accurate and timely information that we were specifically responsible for providing.

If you require professional medical care while on a trip, we will make reasonable efforts to help you obtain appropriate treatment. You must ensure we have your emergency contact details so that we can notify your contacts in the event of a medical situation. It is your responsibility to cover any costs and to inform your travel insurer as soon as this is practical.

We do not accept responsibility if you are unable to travel, are refused entry, or incur any loss because you failed to comply with passport, visa, immigration, or health requirements.

You agree to reimburse us for any fines, penalties, or losses we incur as a result of your failure to meet these obligations. Passengers with disabilities or special needs should tell us before booking (or as soon as possible) so we can advise whether the trip is suitable and whether we can make reasonable adjustments.

Health, fitness and medical disclosure

You confirm that you and all members of your booking are medically and physically fit to undertake the Trip as booked. Many of our trips involve remote locations, limited access to medical facilities, uneven terrain, long travel days, wildlife activities, and exposure to heat and altitude.

You must disclose, at the time of booking or as soon as reasonably possible, any medical condition, disability, pregnancy, injury, mental health condition, or other issue that may affect your ability to travel safely or participate fully in the Trip.

Failure to disclose relevant health information may result in you being unable to participate in part or all of the Trip, and we shall not be liable for any resulting loss, cancellation, or additional costs.

9. Accommodation & Baggage

We will arrange accommodation in accordance with the style and standard of the trip. Unless otherwise specified, prices are indicated on a shared basis. If you have specific accommodation needs or preferences, these must be discussed at the time of booking. Single occupancy rooms will incur an additional cost.

Due to the internal flights used on many of our trips, baggage allowances are strictly limited. Unless otherwise stated, the standard allowance is one checked bag up to 20kg, and one piece of hand luggage.

For itineraries involving internal bush flights in regions such as the Masai Mara or Serengeti, the limit is reduced to a maximum of 15kg in total, packed in a soft-sided bag only (no hard cases permitted).

If you have special baggage needs—for example, for medical equipment—please contact us in advance. We will always try to assist where possible.

10. Changes, Transfers, and Cancellations by You

If you decide to cancel your booking, you must do so in writing. The following cancellation charges apply, calculated from the date we receive your written notice:

- **More than 60 days before departure:** Loss of deposit only
- **60 days or less before departure:** 100% of the total trip cost

If circumstances require you to leave the trip early, you will be responsible for any additional costs incurred. If you cancel for an insured reason, you may be able to claim some or all of the cancellation costs through your travel insurance provider. We strongly recommend comprehensive travel insurance that covers cancellation, medical expenses, repatriation, and baggage.

Where possible, we will endeavour to offer you the option to transfer your deposit to another available trip or to transfer your booking to another person. All transfers are subject to availability and the following conditions:

- The person is introduced by you and meets all conditions applicable to the trip.
- We receive written notice at least 30 days before departure.
- You pay any outstanding balance, an amendment fee of £100 per person transferring, and any additional costs arising from the transfer.
- The transferee agrees to these booking conditions and all other contractual terms.
- You and the transferee remain jointly and severally liable for all payments.

If you are unable to find a replacement, the cancellation charges above will apply. No refunds are provided for passengers not travelling or for unused services. Any flight changes are subject to airline and ticket policy.

You may cancel your booking before departure without paying cancellation charges if “unavoidable and extraordinary circumstances” occur at the destination (or its immediate vicinity) and significantly affect the performance of your trip or the transport arrangements to the destination. In such cases, you will receive a full refund of all monies paid, but no further compensation. This right applies only where the Foreign, Commonwealth & Development Office advises against travel to the relevant destination. There is no automatic statutory right of cancellation under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

11. Changes and Cancellations by Us

Some group trips require a minimum number of participants to operate. If we must cancel a trip due to insufficient numbers, we will refund all monies paid or you may choose to transfer your deposit to another available trip.

We reserve the right to make minor changes to your booking. Many of our trips include elements beyond our control, and small adjustments may be necessary. Where possible, we will notify you as soon as reasonably practicable, but we are not liable for minor changes, and no compensation is payable. Examples of minor changes include:

- Flight time changes of less than 12 hours
- Change of aircraft type or airline carrier
- Change of flight route that may take longer if an internal flight is cancelled and there are limited options available
- Change of accommodation to another of the same or higher standard
- Minor itinerary adjustments

Occasionally, we may be required to make a significant change to your confirmed arrangements before departure. Examples of significant changes include:

- A change of accommodation area for all or a major part of your trip
- A downgrade in the standard or classification of your accommodation
- A change to outward departure time or the overall trip duration by more than 12 hours
- A change of departure airport, other than between airports within the same regional group
- A significant alteration to the itinerary, including omission of one or more destinations

If we make a significant change or cancel your trip, we will contact you as soon as reasonably possible. Where time permits before departure, you may choose to:

- Accept the changed arrangements
- Accept an alternative trip (if available). If the alternative is of lower value, you will receive an appropriate price reduction.
- Cancel your booking and receive a full refund of all monies paid within 14 days as required by the Package Travel Regulations.

You must inform us of your decision within 7 days. If you do not respond, we will attempt to contact you again. If you still fail to reply, we will assume you accept the change.

If issues arise during your trip that significantly affect your arrangements, we will make suitable alternative arrangements that match the original trip description as closely as reasonably possible. If a significant proportion of services cannot be provided, we will offer appropriate alternative arrangements at no additional cost and provide a proportionate price reduction if the alternatives are of a lower standard.

If, before departure, the relevant governmental authority (e.g., the FCDO) advises against travel to your destination, we will cancel your trip. In this case, you may choose either to receive a full refund or to transfer to an alternative trip, if available.

If we are prevented from performing the contract due to unavoidable and extraordinary circumstances (force majeure), we may cancel the booking. In this situation, we will provide you with a full refund of all monies you have paid for the package. We are not liable to pay compensation in these circumstances. Refunds may take longer where our suppliers delay returning funds to us, but this will not affect the amount you are entitled to receive.

If you cancel because you do not accept a significant change, or we cancel your booking for reasons other than your fault or unavoidable and extraordinary circumstances, you will receive a full refund and compensation where this is not excluded by law. Compensation will be calculated as follows:

Time before departure	Maximum compensation per person
More than 60 days	£0

Time before departure	Maximum compensation per person
30–59 days	Up to £25
15–29 days	Up to £50
0–14 days	Up to £100

Compensation will not exceed the total price paid for the affected part of the Trip and is payable only where required by the Package Travel Regulations 2018.

These rights arise under the Package Travel and Linked Travel Arrangements Regulations 2018. Flight disruption compensation is governed separately under UK/EU Regulation 261/2004.

12. Our Responsibilities, Travel Insurance (Mandatory), and Limitation of Liability

It is a condition of booking a Trip with Take Me To Africa Ltd that you obtain appropriate travel insurance for the full duration of your Trip. You must provide proof of insurance prior to, or at the time of, paying the balance due. We cannot review or approve your policy and are not responsible if it is inadequate. Your insurance must provide cover for:

- Medical emergencies and repatriation
- Trip cancellation or curtailment
- Loss or damage to personal possessions and valuables
- Any additional risks relevant to the destination country

We will not be liable for any costs that would ordinarily have been covered by suitable travel insurance.

We arrange many of the services included in your Trip; however, these services are provided by independent suppliers such as accommodation providers, transport operators, and local guides. We are responsible for the proper performance of those services, unless failures are:

- Caused by you
- Caused by a third party unconnected with your Trip
- The result of unavoidable and extraordinary circumstances outside our control

Our liability is limited to the price you paid for the Trip (and, where applicable, subject to the compensation rules under the Package Travel Regulations). No financial limit applies in cases of death or personal injury caused by our negligence.

We are not liable for:

- Any event occurring before the first service on the Start Date or after the last service on the End Date
- Any issue arising from your failure to arrive at the location of the first service on time for any reason (though we will assist where reasonably possible)
- Any goods or services you purchase or accept that were not arranged by us
- Any loss, damage, injury, or incident arising from your own negligence or carelessness
- The number or quality of wildlife sightings on safari activities (sightings cannot be guaranteed)

Safari game drives can be hazardous and there are inherent risks that you accept are part of any safari activity. It is essential that you follow all instructions and safety guidance provided by the local safari operator at all times.

We will accept responsibility for the arrangements we agree to provide or arrange for you as an “organiser” under the Package Travel and Linked Travel Arrangements Regulations 2018. If we or our suppliers negligently perform or arrange those services and we don’t remedy or resolve your complaint within a reasonable period of time, and this has affected the enjoyment of your package holiday, you may be entitled to an appropriate price reduction or compensation or both. You must inform us without undue delay of any failure to perform or improper performance of the travel services included in this package. The level of any such price reduction or compensation will be calculated taking into consideration all relevant factors.

We will not be responsible or pay you compensation for any injury, illness, death, loss, damage, expense, cost or other claim of any description if it results from:

- The acts and/or omissions of the person affected
- The acts and/or omissions of a third party unconnected with the provision of the services contracted for and which were unforeseeable or unavoidable
- Force Majeure

We limit the amount of compensation we may have to pay you if we are found liable under this clause:

- Loss of and/or damage to any luggage or personal possessions and money: the maximum amount we will have to pay you in respect of these claims is an amount equivalent to the excess on your insurance policy which applies to this type of loss per person in total because you are required to have adequate insurance in place to cover any losses of this kind.
- Claims not falling under (a) above and which don’t involve injury, illness or death: the maximum amount we will have to pay you in respect of these claims is up to three times the price paid by or on behalf of the person(s) affected in total. This maximum amount will only be payable where everything has gone wrong and you or your party has not received any benefit at all from your booking.
- Claims in respect of international travel by air, sea and rail, or any stay in a hotel: The extent of our liability will in all cases be limited as if we were carriers under the appropriate Conventions, which include The Warsaw/Montreal Convention (international travel by air); The Athens Convention (with respect to sea travel); The Berne/Cotif Convention (with respect to rail travel) and The Paris Convention (with respect to hotel arrangements).

It is a condition of our acceptance of liability under this clause that you notify any claim to us and our supplier(s) strictly in accordance with the complaints’ procedure set out in these conditions. Where any payment is made, the person(s) receiving it (and their parent or guardian if under 18 years) must also assign to us or our insurers any rights they may have to pursue any third party and must provide ourselves and our insurers with all assistance we may reasonably require.

We cannot accept any liability for any damage, loss or expense or other sum(s) of any description:

- Which on the basis of the information given to us by you concerning your booking prior to our accepting it, we could not have foreseen you would suffer or incur if we breached our contract with you
- Relate to any business
- Indirect or consequential loss of any kind

We will not accept responsibility for services or facilities which do not form part of our agreement or where they are not advertised in our brochure. For example, any excursion you book whilst away, or any service or facility which your hotel or any other supplier agrees to provide for you.

Where it is impossible for you to return to your departure point as per the agreed return date of your package, due to “unavoidable and extraordinary circumstances”, we shall provide you with any necessary accommodation (where possible, of a comparable standard) for a period not exceeding three nights per person. The 3-night cap does not apply to persons with reduced mobility, pregnant women or unaccompanied minors, nor to persons needing specific medical assistance, provided we have been notified of these particular needs at least 48 hours before the start of your holiday.

Nothing in this clause limits or excludes any rights you have under the Package Travel and Linked Travel Arrangements Regulations 2018. The exclusions above apply only to the extent permitted by law and do not affect our obligations under the Package Travel Regulations.

13. Flight and Other Transport Delays

We cannot guarantee that flights or other modes of transport will depart at the times shown. Delay, rescheduling or cancellation is the responsibility of the relevant transport provider, and in the case of air travel, the airline is responsible for providing assistance, rerouting, refunds and any compensation due under the applicable Denied Boarding Regulations (UK261). We will keep you informed of any material changes as soon as reasonably possible.

Where a delay occurs, our policy is to continue with our planned arrangements unless and until the transport provider cancels the service and does not offer a suitable alternative. If no reasonable alternative transport can be secured, we will arrange accommodation for the group until the next acceptable transport option is available. Where the airline continues to provide accommodation and meals, you may be required to use the arrangements they make available. We are not responsible for meeting such costs where the airline does not do so or where you choose not to accept the arrangements offered.

If you choose to return home early or travel independently—for example, by upgrading flights or arranging overland transport—we will provide reasonable assistance. Any additional costs are your responsibility.

Transport and other service providers have their own booking conditions and conditions of carriage. You are bound by these insofar as they relate to the services they provide, and their liability to you may be limited or excluded by those conditions or applicable international conventions.

In accordance with the Package Travel Regulations 2018, we remain responsible for the proper performance of all travel services included in your package. This does not extend to flight delay compensation or care obligations that the airline is legally required to provide under UK261.

14. Financial Protection

Flight-Inclusive Packages: Protected by ATOL (Licence 11682). You will receive an ATOL Certificate showing the protection provided. If ATOL does not apply we will tell you what protection (if any) applies. Always check your booking documents.

Non-Flight Packages: Take Me to Africa Ltd is a company committed to customer satisfaction and consumer financial protection. At no extra cost to you, and in accordance with "The Package Travel and Linked Travel Arrangements Regulations 2018" all passengers booking with Take Me to Africa Ltd are fully insured for the initial deposit, and subsequently the balance of monies paid as detailed in your booking confirmation form. The policy will also include repatriation if required, arising from the cancellation or curtailment of your travel arrangements due to the insolvency of Take Me to Africa Ltd. This insurance has been arranged by The Protected Trust Services

and our membership number is 5538. Please ensure you retain the booking confirmation as evidence of cover and value. Policy exclusions: This policy will not cover any monies paid for Travel Insurance.

15. Personal Data and Privacy

We collect and process personal data to organise and run your trip (booking, ticketing, emergency contact, medical info where necessary). We will process your data fairly and lawfully and only for stated purposes. For details on what we collect, how long we keep it, your rights (access, correction, deletion, portability, objection) and how to contact our Data Protection Officer, please see our Privacy Policy. UK data protection law (UK GDPR and the Data Protection Act 2018) applies.

16. Behaviour

You must behave in a way that does not endanger or upset other travellers, local people, guides or suppliers. If your behaviour causes trouble or you break local laws we can end your trip without refund, and you must pay any costs we or others suffer because of your behaviour. If, in our opinion (given by any member of our staff or our partners on the ground who are facilitating your trip), you are acting in a way which may cause accident, injury, discomfort or extreme displeasure to any other Trip member, we may exclude you from the programme for the remainder of the Trip. If you take part in any racist, offensive, abusive or any other form of discriminatory behaviour to other Trip members, guides, or any other people associated with our Trips, you'll be excluded from the Trip and will not be liable for a refund for any missed services or accommodation. This extreme action will not be taken lightly but may be necessary to protect the health, safety or enjoyment of other clients.

17. Local Standards

Laws, standards, culture and attitudes are different in many countries from what you reasonably expect at home. We are not responsible for standards of service, safety, hygiene and behaviour which may be lower than you are used to or which you expected. We will only be responsible for what our employees, agents and suppliers do or do not do if they were at the time acting within the course of their employment (for employees) or carrying out work we had asked them to do (for agents and suppliers)

18. Complaints and Assistance

If you have a complaint, please follow these steps:

- Tell the local supplier or guide and ask them to resolve it.
- If not resolved, contact our office as soon as possible and give us the chance to put things right.
- If the matter cannot be resolved locally, send a written complaint to us within 28 days of the end of your holiday so we can investigate. We will acknowledge receipt and aim to respond promptly.
- If you remain unhappy you may be able to take the matter to an alternative dispute resolution (ADR) body or the courts — we will tell you the ADR scheme details where applicable.

If you encounter issues, notify us immediately so we can assist. We'll provide guidance on local services and alternative arrangements. For unresolved complaints, you may contact PTS or ATOL for independent support.

19. Law and Jurisdiction

These Booking Conditions and any agreement to which they apply are governed in all respects by English law. We both agree that any dispute, claim or other matter which arises between us out of or in connection with your

contract or booking will be subject to the exclusive jurisdiction of the English courts, unless we agree otherwise in writing.

20. Changes to these Terms

We may update these Terms from time to time. Any changes will be posted on our website and the version that applies to your booking is the version in force at the time of booking.

21. Key legal references (for your information)

When you buy a package from us you are protected by UK laws covering package holidays and consumer rights.

Important rules that apply to many bookings include:

- The **Package Travel and Linked Travel Arrangements Regulations 2018** — these set out your main rights when you buy a package including what we must tell you and what happens if things go wrong. [Legislation.gov.uk](https://www.legislation.gov.uk) . If you book a package holiday, your key rights under the Package Travel Regulations 2018 are:
 - You will receive all essential information about your package before you book.
 - You are entitled to receive a booking confirmation once the contract is formed.
 - You can transfer your package to another person, subject to reasonable notice and costs.
 - The organiser is responsible for the proper performance of all travel services included in the package.
 - You will receive assistance if you are in difficulty during your trip.
 - If the organiser becomes insolvent, your payments will be refunded and, if transport is included, you will be repatriated.

Full details of your rights are available under the Package Travel and Linked Travel Arrangements Regulations 2018.

- The **Consumer Rights Act 2015** — services must be provided with reasonable care and skill. [Legislation.gov.uk](https://www.legislation.gov.uk)
- The **Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013** — when you book at a distance (online/phone) we must give certain information, and you have certain cancellation rights. [Legislation.gov.uk](https://www.legislation.gov.uk)
- UK data protection law (**UK GDPR and the Data Protection Act 2018**) governs how we keep and use your personal information. [GOV.UK](https://www.gov.uk)
- If your package includes flights, and those flights are covered by ATOL protection, we will give you the ATOL number and certificate details. ATOL protection covers repatriation and financial protection if your travel company ceases trading and applies where a flight is included. [ATOL+1](https://www.atol.com)