

## Carte Blanche Booking Conditions Agency.

1. Except where otherwise specified, we Carte Blanche, Carte Blanche Travel Limited, PO BOX 50465, London W8 9DB, act only as an agent in respect of all bookings we take and/or make on your behalf. 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 of the arrangements.
2. The terms and conditions of the supplier(s) of your confirmed arrangements will apply to your booking. These terms and conditions may limit and/or exclude the supplier's liability to you. Copies of these conditions are available on request from us.
3. Before you make a booking, please call us to discuss your requirements, after which we will prepare a preliminary written quotation on behalf of the supplier(s) of your chosen arrangements containing information about the arrangements you choose. If you wish to proceed with the arrangements detailed, please call us to confirm the prices and other details provided in your preliminary quotation, and send us a completed and signed booking form along with any payments the supplier(s) concerned may require.
4. If you need to cancel or amend a confirmed booking, cancellation/amendment charges will generally be payable. The amount of such charges varies according to the time your notice of cancellation is received by the supplier concerned before departure. Please check the supplier's terms and conditions.
5. Except where otherwise advised or stated in the booking conditions of the supplier concerned, all monies you pay to us for arrangements will be held on behalf of the supplier(s) concerned.
6. You are strongly recommended to take out personal travel insurance for all members of your party. Some suppliers require that you do so. You can arrange insurance through us. It is your responsibility to ensure that the insurance you purchase is adequate and appropriate for your particular needs. Please read your policy details on receipt and take them with you on holiday.

7. Unless you tell us otherwise, we are entitled to assume that all members of your party are British citizens who hold or will hold full British passports valid for the entire duration of the arrangements you chose to purchase.

Information on visa, passport and health requirements, where given and applicable, is so given on this basis. Requirements may change and you are therefore strongly recommended to check the up to date position with the supplier of the arrangements, Passport Office, appropriate embassy or consulate or your doctor as applicable in good time before departure.

8. If you have any complaints concerning any services we provide, you must inform us straight away in writing and in any event within 28 days of the end of any arrangements booked through us. We regret we cannot accept any liability if we are not so notified. Our maximum liability to you if we are found to have been at fault in relation to any service we provide (as opposed to any service provided by any third party such as an accommodation owner for whom we are not responsible) is limited to the commission we have earned or are due to earn in relation to the booking in question. We do not exclude or limit any liability for death or personal injury which arises as a result of our negligence or that our employees whilst acting in the course of their employment.

9. English Law alone will apply to our agreement and to any dispute or claim which arises between us out of it. Any such dispute or claim must only be dealt by the Courts of England and Wales.

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