

## COMPANY INFO

### WIZZ TOURS

Wizz Tours is an online service for booking flight+hotel packages. The service is provided by Travellink. Travellink AB is part of the international Odigeo group and is a well established, fully licensed, travel agency under the brands Travellink and Opodo. Travellink is the responsible provider of the flight+hotel packages sold under the Wizz Tours and provides customers service as well as the bookings service at the Wizz Tours website.

Wizz Tours offers package holidays which consist of flights operated by Wizz Air and hotels provided by our partner Expedia Affiliate Network (EAN). EAN is a division within the Expedia, Inc. group, the world's leading online travel business, and creates the tools and technology that help millions of travelers find the perfect hotels for their next trips. EAN works with over 10,000 partners in 33 countries.

### CONTACT US

If you need assistance you can contact us either through phone or email.

#### PHONE:

+4822 349 92 85

Monday to Friday 9am-6pm

#### E-MAIL:

[wizztours@travellink.com](mailto:wizztours@travellink.com)

Travellink AB is a company registered in Sweden with company number 556596-2650 having its principal office at Hemvärnsgatan 9, 17154 Solna, Sweden.

# TERMS AND CONDITIONS

## TRAVELLINK AB GENERAL TERMS AND CONDITIONS

Please read these Terms and Conditions before using Travellink AB's website ([www.wizztours.com](http://www.wizztours.com)) and making any booking. When You make a purchase on the Website, You agree to accept these Terms and Conditions.

*Please note that Annex 1 of these General Terms and Conditions contains terms and conditions specific for Travel Packages that may deviate from these General Terms and Conditions. Whenever Annex 1 and these General Terms and Conditions contradict each other, the terms and conditions in Annex 1 shall prevail.*

**All correspondence regarding customer service or Your booking should be sent to Travellink AB, Box 1108, 172 22 Sundbyberg, Sweden or emailed to [wizztours@travellink.com](mailto:wizztours@travellink.com)**

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### 1. Use of Website

1.1 This Website is available to all users (hereinafter referred to as the "User" or "You"), subject to these General Terms and Conditions (hereinafter referred to as "T&Cs"). When You make a purchase on the Website or otherwise use this Website, You agree to accept these T&Cs.

1.2 This Website is owned by Travellink AB, a limited liability company with company number 556596-2650 and registered address at Hemvärnsgatan 9, 171 54 Solna, Sweden, VAT Number SE556596265001, and correspondence address Travellink AB, Box 1108, 172 22 Sundbyberg, Sweden, with telephone number +48 22 349 92 85 or by email [wizztours@travellink.com](mailto:wizztours@travellink.com) (hereinafter referred to as "Travellink").

1.3 The User hereby declares that he or she is an adult (at least 18 years of age) and has the legal capacity to be bound by this agreement and to use this Website in accordance with these T&Cs, which he or she fully understands and recognises. The User accepts responsibility for any financial consequences arising from the use of this Website to Travellink Website. Furthermore, the User declares that all information he or she provides to access this Website and while using it is true,

complete and accurate, and he/she agrees to keep it updated.

1.4 This Website is solely and exclusively for the User's personal use. It may not be modified, reproduced, duplicated, copied, distributed, sold, resold or exploited for commercial or non-commercial purposes, except that You may print out copies of Your travel itinerary for personal use, or forward Your travel itinerary to a bona fide itinerary management company.

1.5 The User agrees not to use this Website for illegal or prohibited purposes. In particular, the User accepts that he or she will only use this Website for him/herself and that the products or services purchased through this Website will be for his or her own use or consumption, or the use or consumption of persons on behalf of whom he or she is legally authorised to act. The User shall not resell to third parties products or services purchased through this Website.

1.6 Travellink reserves the right to deny access to the Website at any time without notice.

1.7 All correspondence regarding customer service or Your booking should be sent to Travellink AB, Box 1108, 172 22 Sundbyberg, Sweden, if You would prefer to contact us by telephone please call +48 22 349 92 85.

## **2. Your contract**

2.1 A 'booking' means any order for products or services You make on our Website which is confirmed by us. When You make a booking via this Website, the contract will be between Travellink and You in relation to the products and services You order on our Website, unless explicitly provided otherwise herein.

2.2 The term "Travel Supplier" includes as appropriate inter alia airlines, tour operators, package holiday suppliers, hotels, hotel chains and hotel aggregators, insurance suppliers, car suppliers and cruise lines.

2.3 The booking and Your contract will be subject to the Travel Supplier's terms and conditions, which could limit or exclude liability to You (often in accordance with various applicable international conventions). If You wish to review the relevant Travel Supplier's terms, we refer You to the links section of our Website where the Travel Supplier's terms will be available through a link. In instances where it is not possible to access the Travel Supplier's terms by a link, we will at Your request provide the Travel Supplier's contact details so that You may contact them. Please ensure You refer to the applicable Travel Supplier's terms and conditions for cancellation charges and other important terms and conditions.

2.4 By using this Website to book products and/or services, You authorise Travellink to act as Your representative during the process of comparison between Travel Suppliers and booking of products and/or services from the selected Travel Supplier and to make the payment for such products or services in Your name and on Your behalf, as required. For this reason, Travellink shall charge You with a service fee, depending upon which product You book. You will be advised of any fee before You confirm Your booking.

2.5 Prices are confirmed at the final step of the booking path at the point when You click 'Agree and purchase'. Prices are shown with rates of exchange calculated on a daily basis. Prices may therefore differ on a daily basis to reflect any movement in exchange rate levels. Taxes fluctuate in line with exchange rates. When a booking is made, the exchange rate will be fixed at that time and will apply to any amendments or cancellations to that item within the booking. Exchange rates are determined by Travellink.

2.6 After You confirm Your booking, You will receive an email with a booking number. This is the moment that Your contract in relation to the products and services ordered will come into existence. This first confirmation email will provide all the details of the itinerary of Your booking. Next, we will check that Your booking has been correctly entered in the airline's booking system and that Your payment can be correctly processed. Our obligation to issue the ticket will be subject to Your payment having been received in cleared funds. Once everything is correct, You will receive a second email, within one working day after receiving the first one, where we will confirm that Your ticket/s has/have been issued.

2.7 We reserve the right to cancel Your booking in the event we have reasonable grounds to believe it is fraudulent. In such circumstances we will attempt to contact You, using the email address You provided at the time of booking, or Your bank. In the event we are not able to contact You or Your bank, we may cancel Your booking with no liability whatsoever.

2.8 The electronic document by which Your contract is formalised shall be filed in the Travellink records and may be accessed by You at any time upon request to Travellink.

2.9 In relation to the '**special requests**' options relating to any product (e.g. meals, disabled facilities, child seats etc.), Travellink does not guarantee any such requests but will pass these requests on to the Travel Supplier/hotel. **It is Your responsibility to confirm with the Travel Supplier or hotel whether such special requests can be fulfilled.**

### **3. Other booking conditions**

#### **3.1. Cancellations and modifications**

3.1.1 Your ability to cancel or modify a booked travel product or service, and the method for doing so, will depend on the specific airline's fare rules or other Travel Supplier's terms and conditions. It therefore may not be possible to cancel or modify products or services ordered, or there may be specific requirements You will have to meet. In the event that You make any alteration to Your booking (cancellation and/or modification), Travellink reserves the right to charge You a service fee to cover the administration costs incurred by Travellink. Please see the price list for the applicable service fee. These charges do not include any charges imposed directly by the Travel Supplier or hotel, including any difference in fare/room rate/rental rate. In the event that You make a change to Your booking, please note that any current fare available on the Website is not relevant to the cost of making Your change.

#### **3.2. Price and payment**

3.2.1 Total price of Your booking will be shown once You have selected all the specific products You would like to acquire. Such price will include the price of all products selected and Travellink's service fees. Travellink service fees are independent of the price of the products and non-refundable in any case, as they are charged for the service provided by Travellink for the search, comparison and assistance in the booking process. Taxes fluctuate in line with exchange rates

3.2.2 The amount of the service fees depends on the products acquired. Travellink may also charge additional service fees if You make a booking by phone or request changes or refunds.

3.2.3 If You pay by credit card, payment for Your flights will be taken directly by Travellink. If there are any problems with Your payment, we will contact You within 24 hours of Your booking (if You book during a weekend or a holiday we will contact You during the next business day). Travellink will not be liable for any subsequent price increase as a result of

payment failure. Any price increase must be paid for by You before the booking can be confirmed. Please note that the airline payment and payment to Travellink for any other products or Travellink charges may appear as separate transactions on Your credit card statement.

3.2.4 Payments can be made by the debit and credit cards as detailed on the Website. Payment methods other than those stated on the Website will not be accepted and no responsibility is accepted for cash or cheques sent through the post. Full payment for all products is required at the time of booking.

3.2.5 In order to provide greater security, You will be asked to enter all the information that is on Your card for each purchase You make with Travellink, as this information is not saved in our files longer than necessary to process the payment of each booking or in the tax recovery process as referred to here below under 3.3. All information is encrypted on our secure server. You authorize Travellink to use the information on the credit card provided by Customer/You (i) in order to make the purchase of the services required and to process related service fees (ii) for the payment of the premium for insurance and tourist assistance as applicable, (iii) for the processing of any applicable refunds and (iv) for the charge of costs and fees related to (a) the use of credit cards or (b) changes to Your booking or to (c) tax refunds as referred to in section 3.3 of these terms and conditions.

3.2.6 In addition to our general service fee Travellink will charge You an additional fee for bookings made by credit card. You will be notified of the relevant charges before You confirm the booking. Travellink reserves the right to pass on any charges relating to card charge backs. If Your booking is being paid for with a third party credit card we may require written authorisation to be provided by the card-holder. Travellink reserves the right only to deliver e-tickets, confirmations, e-vouchers or other travel documents to Your email address. All email addresses used must be valid at the time of booking.

3.2.7 Further, in an effort to minimise the effects of credit card fraud, we reserve the right to carry out random checks, including checks of the electoral roll, and may request You to either fax or post to us proof of Your address and a copy of the credit card and recent statement before issuing any tickets. Please be aware that these checks are only carried out during our standard business hours. As a result, any tickets for bookings made outside of our business hours may not be issued until the next working day. Travellink is not responsible for any costs incurred as a result of these checks.

### **3.3 Refunds**

3.3.1 In some cases, when You are unable to take Your flight and the ticket is non-refundable, You may be eligible to claim some or all of the taxes charged at the time of purchase. In case of tickets issued by non-IATA airlines or where payment for Your flights has been taken directly by the airline, requests for refund should be made directly with the airline concerned but the refund service fee shall be due to Travellink. You hereby authorise Travellink to charge Your credit card with the applicable service fee.

3.3.2 Refunds, if applicable, will be processed to the form of payment used at the time of booking. This will be made payable to the person who made the original payment. When processing a refund for a flight ticket, please be aware that not all taxes are refundable. A tax refund will be processed in accordance with the relevant airline's refund policy in the country concerned with a fee due to Travellink charged to the form of payment used at the time of booking. Please see our price list for the applicable fee.

### **3.4 Passport, Visas and Health Requirements**

3.4.1 Passport and visa regulations can change and You should therefore check with the relevant embassy well in advance of travel. It is Your responsibility to be in possession of a valid passport and, if appropriate, a visa. It is important to remember to include all transit points in Your journey which may also require You to obtain a visa. It can often take some time to obtain a visa, so You are advised to apply in plenty of time. We accept no responsibility for customers who do not possess the correct documents.

3.4.2 Each destination has its own requirements as far as entry formalities, vaccinations, etc. which can also vary depending on the passenger's nationality. It is Your responsibility to collect that information. No incidents arising from the failure to comply with such official regulations will be considered the responsibility of Travellink. We therefore urge You to always verify the different formalities of the chosen destination or transit countries, as well as the time needed to take all of the related steps.

### **3.5 eTickets**

3.5.1 All tickets sold on this Website are eTickets. eTicketing is a "paper-less" way to book flights. Once You have made Your booking, it is stored electronically in the airline reservation system. Travellink will send You a confirmation email with Your booking reference number, which serves as a receipt for Your eTicket. You will NOT receive a physical ticket to present at the airport.

3.5.2 Please note that You may be required to produce Your booking number and/or confirmation email to the relevant Travel Supplier as evidence of Your booking. We recommend that You take a printout of Your confirmation email with You, although not all airlines will ask to see this.

3.5.3 Travellink relies on the information that You provide as being accurate and therefore cannot be held responsible if Your eTicket does not arrive due to an incorrect email address or Your junk email settings. You must notify us immediately if You change Your email address or contact telephone number. In addition, please check that the name on Your passport matches the name on Your ticket and/or booking confirmation, otherwise You may not be able to travel and insurance may be invalid. If, after booking a Travel Package but before traveling, any member of Your party changes their name, e.g. as a result of getting married, we must be notified immediately so that we can make the necessary changes to Your Travel Package documentation. Please note that name changes are subject to a fee. Please see our price list for the applicable fee.

3.5.4 In exceptional circumstances, due to ticketing restrictions outside its control, Travellink may not be able to pass information about confirmed bookings to the airline to enable them to fulfil the booking. If this occurs we will attempt to notify You within 48 hours of confirmation and organise a refund or arrange an alternative. Where You choose an alternative and it is more expensive than Your original booking, You will be responsible for paying the difference.

### **3.6 Travel insurances**

Travellink strongly recommends that You take out insurance for any travel, especially as there may be circumstances where the Travel Supplier will have no liability. If You elect to purchase Travel Insurance through Travellink's Website, Your contract will be directly with the Travel Supplier, whose terms and conditions will apply to that insurance.

### **3.7 Loyalty Programmes**

As part of the booking process for flight tickets or hotels You may be given the option to enter the details of any relevant

frequent flyer or hotel loyalty programme of which You are a member. Please note that any such frequent flyer or hotel loyalty programme is subject to the terms and conditions of the airline or hotel through which it is offered. Those terms and conditions may not give rewards on all types of fare and class of service. Please contact the airline or hotel in charge of Your frequent flyer or hotel loyalty programme if You are unsure of its terms and conditions. Please note that our Travel Suppliers have their own rules and regulations with regard to loyalty cards. If You have any questions, please contact them directly.

#### **4. Special conditions related to Travel Packages**

4.1 A Travel Package is a pre-arranged package combining at least two of the following: (a) transport (b) accommodation or (c) another tourist service not ancillary to transport or accommodation and forming a significant part of Your booking and those two or more components are sold to You as a whole at the same time by us at an inclusive price with full payment being made to us.

4.2 If You acquire a Travel Package in this Website, the terms and conditions set out herein shall apply, unless to the extent provided otherwise in Annex 1 hereto or if this would be in violation with the applicable local implementation of the Package Travel Directive (as amended from time to time).

#### **5. Privacy Policy**

By leaving Your personal information on our Website e.g. when making a booking, You consent to this Privacy Policy.

5.1 We inform You that Your personal data collected by Travellink will be incorporated and processed, in order to provide and offer You our services and manage the bookings and the payments, send You information and advertising about the offers, promotions and recommendations that we believe may be of Your interest, as well as perform surveys, statistics and analysis of market trends. In any event, we will not use Your personal data for direct marketing purposes, except as set out in 5.3 or You expressly give us Your previous consent.

5.2 We also inform You of the possibility of exercising rights of access, rectification, cancellation and opposition of Your personal data, which are guaranteed by law. For Your convenience, You can exercise the above rights also by e-mail at [wizztours@travellink.com](mailto:wizztours@travellink.com).

5.3 We inform You that by purchasing products and/or services in our Website, we will necessarily communicate Your personal data (1) to the suppliers of those products and services, who be obliged to use Your data exclusively for sending information and comply with product delivery or contracted services, as well as the compliance with other provisions of the law, and (2) to other companies in the Group represented by Travellink, that is, to other ODIGEO Group entities which operates the trademarks eDreams, Go Voyages and, Opodo, who will be obliged to use Your data solely for the purpose for which they were collected, and comply with other provisions of the law. By accepting this Privacy Policy, You consent to the transfer of the described data.

5.5 Finally, for the purposes of performing Your booking, by accepting this privacy policy, You consent that we may transfer Your data to the recipients on the terms and conditions stated above, anywhere in the world, even to those countries that do not offer a level of protection comparable to the one provided for in the EU Directive on Data Protection.

#### **6. Cookies Policy**

6.1 Travellink advises that this Website accepts the use of cookies.

6.2 Cookies are messages that web servers pass to Your web browser when You visit Internet sites. Your browser stores each message in a small file, which will give us information about Your last visit to our web page. Most of Internet browsers accept the use of cookies automatically, but You can modify Your browser to control the use of those cookies.

6.3 Travellink may use some or all of the following cookies; Analytical Cookies, Social Cookies, Affiliated Cookies, Behavioural and advertising Cookies, Technical Cookies and Functional Cookies. You can read about exactly which cookies Travellink uses by clicking the relevant link on the Website.

6.4 If You would like additional information or let us know Your thoughts regarding the use of cookies on our Website, You can contact us on the following email: [wizztours@travellink.com](mailto:wizztours@travellink.com).

## **7. Industrial and intellectual property rights**

7.1 All of the content on the Travellink Website (including, but not limited to, trademarks, texts, graphics, logos, button icons, images, audio files and software) is owned by Travellink or its content providers and is protected by national and international industrial and intellectual property regulations. The compilation (understood as the collection, arrangement and assembly) of all content of the Travellink Website is the exclusive property of Travellink and is protected by national and international industrial and intellectual regulations. All software used on the Travellink Website or belonging to its software Suppliers is protected by national and international industrial and intellectual regulations.

7.2 Any other use of the content on this Website is strictly prohibited, including its total or partial reproduction, modification, distribution, transmission, subsequent publication, exhibition and/or representation. In particular, any type of use of the images contained on the Travellink Website outside this Website is strictly prohibited without the express consent of Travellink and/or its Suppliers.

7.3 Travellink and other names of products, services, graphics and logos of Travellink are internationally registered trademarks. The names of other products, services and companies mentioned in this document may be registered trademarks of their respective owners.

## **8. Limitation of Liability**

8.1 Travellink offers this Website as-is and exercises reasonable skill in respect of its updating, maintenance and functioning, but it makes no guarantees as regards technical faults, service infallibility, or that the system or portal will function at all times.

8.2 Travellink publishes on its Website various information about the products and services provided and offered by third parties, and it can make no representations about the truthfulness, accuracy, completeness and updating of the data contained in such offers. Some information is stored in cache from time to time, and will only be verified with real time information at the time You confirm Your booking.

8.3 The limitation of liability of Travellink is in accordance with the current applicable legislation and particularly in terms of the sectorial regulations of travel agencies. In any case, Travellink assumes no liability for any damages arising directly or indirectly from the purchase of a product or service offered on its Website.

8.4 In the event a court would determine in deviation from the limitations set out in this clause 8, that Travellink is liable for damages following a purchase by You of products or services on this Website, such liability shall at all times be limited to the fees received by Travellink for the services provided, unless to the extent provided otherwise in the applicable local implementation of the Package Travel Directive.

8.5 If due to reasons of force majeure (including, but not limited to, political, economic or unstable disorder that affects safety), there are deficiencies with reservations, confirmations and/or execution of any trips or services purchased through Travellink due to unexpected circumstances that Travellink cannot solve, or even if it were impossible to comply with any of the agreed provisions, Travellink and/or companies from the Travellink Group are exempt from any derived legal responsibilities arising from such deficiencies or non-compliance.

8.6 Without prejudice to the limitations set out in this clause 8, Travellink shall in no event be liable in respect of any claim in relation to products or services purchased on our Website unless a written notice of the claim is given by You to us within a period 12 months from the date of the booking.

## **9. Links to other Websites**

9.1 The Travellink Website may contain links to other Websites that are not managed by Travellink, which are included only for reference purposes. Travellink does not exercise any control over these websites nor is it responsible for their content.



9.2 The inclusion of links to other websites does not imply that Travellink promotes, vouches for, guarantees or recommends these sites. These links are only used as informative references, without any valuation of the content, owners, services or products offered therein.

## **10. Other generally applicable terms**

### **10.1 Passenger's rights under EC Regulation 261/2004.**

If You are travelling into or out of the EU, or on an EU carrier, You may have rights which You can assert against the relevant airline in the event that Your flight is cancelled, delayed or You are denied boarding. For more information about EC Regulation 261/2004, please [click here](#).

**10.2 Queries and complaints relating to Your booking.** Please contact our customer services team if You have any other enquiries or complaints relating to Your booking prior to departure. If You have a complaint relating to a Travel Supplier and/or hotel during Your stay, please ensure that You officially log Your complaint with the relevant Travel Supplier and/or hotel prior to Your return.

### **10.3 Customer behavior**

It is Your responsibility to ensure that You do not behave in a way which is inappropriate or causes offence or danger to others or which risks damage to property belonging to others (including but not limited to drunkenness and/or air rage) whilst on Your holiday or using a service/product. If Your behaviour is inappropriate and/or causes offence, or damage to others, or risks damage to property belonging to others, we and/or our Travel Suppliers (e.g. airline staff) may cancel Your booking, in which case our and our Travel Supplier's responsibility to You will cease immediately and You will not be eligible for any refunds, payments of compensation and/or any reimbursement of any cost or expenses You may incur as a result of such termination. Further, You will be liable to reimburse us for any expenses we incur as a result of such termination.

### **10.4 Entire Agreement and Severability Clause**

10.4.1 These Terms and Conditions contain the entire agreement between the parties in relation to its subject matter.

10.4.2 If at any time any part of these Terms and Conditions (including any one or more of the clauses of these Terms and Conditions or any sub-clause or paragraph or any part of one or more of these clauses) is held to be or becomes void or otherwise unenforceable for any reason under any applicable law, the same shall be deemed omitted from these Terms and Conditions and the validity and/or enforceability of the remaining provisions of these Terms and Conditions shall not in any way be affected or impaired as a result of that omission.

### **10.5 Changes to General Terms and Conditions**

Travellink reserves the right to change or update these T&Cs from time to time without prior notice to You. The current version of the T&Cs will be displayed within the Website from the date on which any changes come into effect. Continued use of the Website following any changes to the T&Cs shall constitute Your acceptance of such changes.

## **11 Applicable law and jurisdiction**

These T&Cs, as well as any relation between Travellink and the User, shall be governed by the substantial laws of Sweden. To the extent legally permitted both parties are subject to the jurisdiction of the courts of Stockholm, Sweden. for any litigious issue arising from the existence, content and/or interpretation of these T&Cs or from any relation between Travellink and the User.

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## ANNEX 1 SPECIAL CONDITIONS FOR TRAVEL PACKAGES

### **Your Contract**

When You buy Your own Travel Package (i.e. package together a flight and a hotel) on the Website Your contract will be with Travellink. When booking a Travel Package our contract with You begins when You receive the confirmation e-mail stating that we have received Your order. Once the contract is made we are responsible for providing the Travel Package You have booked and You are responsible to us to pay for them. In parties of two or more people the person who makes the booking accepts responsibility for making payments to us for all members of the party.

### **Your Financial Protection**

In the unlikely event of our insolvency, the relevant authorities will arrange to refund money You have paid to us for an advance booking.

### **Payments**

If You acquire a Travel Package on this Website Your credit card will be charged for the full amount of Your package at the time of booking.

### **Additional Charges**

We reserve the right to change our prices at any time before You book. If we do You will be told of the revised price applicable to Your booking before You commit yourself.

As soon as You have paid full payment and Your Travel Package has been confirmed we guarantee that the price of Your Travel Package will not be subject to any surcharges except for:

- (i) variations in transportation costs, including the cost of fuel;
- (ii) variations in exchange rates applicable to Your Travel Package;
- (iii) variations in dues, taxes or fees chargeable for services such as landing taxes or embarkation or disembarkation fees at ports and airports;

and that within 20 days of Your departure date we guarantee that the price of Your Travel Package will not be subject to any surcharges.

Should the above mentioned price variations be downward then the price of Your Travel Package will be accordingly reduced and any refund due paid to You.

If the above price variations increase the price of Your Travel Package significantly You will be entitled to;

- (i) take our offered substitute Travel Package of equivalent or superior quality if we are able to provide one
- (ii) take our offered substitute Travel Package of lower quality if we are able to provide one and accept a refund from us of the difference in price between the price of the package purchased and the substitute we offer
- (iii) cancel Your Travel Package with a full refund of all monies paid.

If the price of Your Travel Package is increased, we will notify You as soon as possible in order for You to make a decision as soon as possible in accordance with the three options stated above.

Where compensation is due, we will pay You an amount in accordance with Travellink's then current policy, unless You can prove a greater loss (where a greater compensation payment may be due).

### **Changes or cancellation by us of Your Travel Package**

It is very unlikely that we will have to make any changes to, or to cancel, Your Travel Package. If it is the case that changes need to be made, or we need to cancel Your Travel Package, we reserve the right to do so at any time. Most of these changes are minor, and we do not pay compensation for minor changes, but whenever possible we will advise You. Any flight timings on our websites are subject to change as a result of airline procedures and these details are given for guidance only. Final details will be shown on Your tickets.

If a significant change to Your Travel Package occurs or becomes necessary, we will inform You as soon as possible if there is time before departure. When a significant change occurs (such as a downgrade of accommodation or a change of flight time of more than 12 hours) or we have to cancel Your Travel Package, You will have the choice of:

- (i) Accepting the change of Your Travel Package.
- (ii) Taking our offered substitute package of equivalent or superior quality if we are able to provide one.
- (iii) Taking our offered substitute package of lower quality if we are able to provide one and accept a refund from us of the difference in price between the price of the package purchased and the substitute one offered.
- (iv) Cancelling Your Travel Package with a full refund of all monies paid.

We will also pay appropriate compensation for significant changes or cancellation of Your Travel Package unless the change to or cancellation of Your Travel Package occurs by reason of unusual and unforeseeable circumstances beyond our control or that of our Travel Suppliers, the consequences of which could not have been avoided even if all due care had been exercised such as war, a state of war, riot, fire, civil strife, industrial action, terrorist activity, natural or nuclear disaster, adverse weather conditions or other conditions amounting to force majeure. In these circumstances we will also not pay any resulting expenses or additional costs.

### **Changes by You to Your Travel Package**

If after our confirmation has been issued You wish to change any part of Your Travel Package, we will make every effort to help You do this, subject to availability and the type of ultimate Travel Suppliers (airlines, hotels etc), You have chosen and their cancellation/change charges details of which will be provided to You on request at any time including prior to booking. If You want to change any details regarding Your flight reservation, airline rules may mean that we have to cancel Your original flight and purchase a new one and You will be required to pay the full flight cost again. We will charge You an administration charge per change per booking, and You will be liable to pay the hotel, airline or other ultimate product charges resulting from Your changes. Please refer to our price list for the applicable administration charge.

### **Transfer of Travel Package and/or name change**

If after our confirmation has been issued You wish to transfer Your Travel Package to another person and/or change a name, You ("the transferor") have to notify Travellink during a week day at least 24 hours before departure. We may reject the transfer if the other person ("the transferee") does not satisfy all the conditions applicable to the Travel Package. If the Travel Package is transferred, the transferor and the transferee is jointly and severally liable for the payment of the price of the Travel Package, or if part of the price has been paid, for payment of the balance, and for any additional costs arising

from the transfer to Travellink. The transfer of Travel Package and/or name change is subject to a fee to Travellink and to the airline. Please refer to our price list for the applicable fee.

### **Cancellation by You**

If You wish to cancel Your Travel Package for any other reason than for there being additional charges or alterations we must be notified by phone. As this incurs administrative costs we will charge You an administration charge per person per booking, and You will be liable to pay the hotel, airline or other charges levied on us as a result of Your cancellation. For our administrative charge, please refer to our price list.

After ticket issue, cancellation will result in a loss of 100% of total cost of all Travel Packages in most cases. Please consult us if You have any queries.

The Travel Package bought on this Website is non-refundable. If You have taken out cancellation insurance and the reason You are cancelling is covered by that insurance, You should be able to obtain payment of these cancellation charges (after deducting any part of the claim which the insurance company insists You pay) from Your insurance company. You must pay the cancellation charges first. Please make sure You get written confirmation of Your cancellation from us - this proves we have received Your cancellation and You will need it to make a claim on Your insurance.

### **Travellink's Liability to You**

We accept liability for matters which arise as a result of our negligence and/or breach of our contractual duty to exercise reasonable care in making arrangements for You, including any acts or omissions by our employees or agents. We also accept liability for any negligent act or omission of our suppliers who may operate elements of Your Travel Package, including any claim involving death, personal injury or illness. However, in respect of carriage by air we limit our liability to the extent of the relevant international convention. You are subjected to the terms and conditions of the carriers concerned some of which exclude or limit liability in respect of death, injury, delay and loss or damage to baggage. It is also important to note that if delays, diversions or rescheduling or cancellation of Your Travel Package occurs by reason of unusual and unforeseeable circumstances beyond our control or that of our suppliers, the consequences of which could not have been avoided even if all due care had been exercised such as war, a state of war, riot, fire, civil strife, industrial action, terrorist activity, natural or nuclear disaster, adverse weather conditions or other conditions amounting to force majeure we will not be liable. In these circumstances we will also not pay any resulting expenses or additional costs.

### **Your flight**

Airlines may charge for additional services such as checked baggage, airport check-in, preferred seating, in-flight entertainment (if available), food, drink and snacks etc. Any charges for these additional services are not included in the price of Your flight ticket unless explicitly provided otherwise. Checked baggage and preferred seating can be bought by contacting Travellink by phone on +48 22 349 92 85, other services can normally be bought by the airline directly.

You can check Your baggage allowance by visiting the airline's website. Please note if Your flight includes more than one segment You may have different baggage allowances, this can even be the case when flying with the same airline if for instance one flight is international and the other is domestic. This may mean that You are charged for any luggage in excess of the lower limit on the flight which bears the lower luggage limit.

The recommended minimum check-in time for international flights is 120 minutes prior to departure and for domestic flights,

90 minutes before departure. However, there might be local variations in the minimum check-in time so please check Your booking before the day of departure. Travellink has no control over the allocation of seats, even if pre-booked with the airline, and can make no guarantee that specific seats will be available on departure.

Travellink is not responsible for the costs of any transfers between airports or terminals that You may incur.

Regulations vary with each airline, but some will refuse to carry women who will be 28 weeks or more pregnant on the date of return travel. If in doubt, please check with the airline concerned and consult Your doctor. Infants must be 6 weeks old or more to travel by air and must either sit on an adult's lap or occupy an infant seat. Please contact the airline You are travelling with for details of appropriate seats. Generally children aged 2 years or more must occupy a seat.

### **Your accommodation**

We offer star ratings as a general guide. You should be aware that these are not necessarily the official local rating and that standards can vary between hotels and accommodation of the same class in different countries, and even in the same country. Different countries have different standards; a 3 star hotel in one country is not necessarily equivalent to a 3 star hotel in another.

Check-in / Checkout times - Generally guests can check into a hotel or other accommodation around 3pm and check out at 11am, local time. However, local variances may apply. Should You require more precise timings, please contact us.

Whilst we endeavour to ensure that property images and descriptions of amenities and facilities displayed on our Website are an accurate and up to date representation of the properties, we cannot guarantee this always to be the case as we obtain this information from our Travel Suppliers. The images and information are provided to give a general 'feel' for the hotel.

Images of room types do not necessarily represent the bed configuration of the room being purchased. Also, there may be an additional charge for extra beds or cots. Please contact the hotel directly to confirm the exact bed configuration before purchase if required.

Breakfast is not included unless otherwise stated. Some hotels may charge additional local taxes.

### **Claims and Complaints**

If You, after departure, find that a significant proportion of the services contracted for is not provided for or the Travel Supplier finds that he is not able to deliver a significant proportion of the services that has been contracted in the Travel Package, You must tell the relevant staff at the location about Your complaint. Please ensure that You have written proof of Your complaint to the staff. Most problems can be solved on the spot by making suitable alternative arrangements at no extra cost for You. However, if it is not possible to make such arrangements or these are not accepted by You for good reasons, the Travel Supplier will provide You with an equivalent transport back to the place of departure or to another return-point to which You have agreed. If You have not received a significant proportion of the contracted services and You have not received equivalent alternative arrangements, Travellink may, where appropriate due to the circumstances, pay You appropriate compensation. If after You return home You are still not satisfied You must contact our customer relations department at the earliest opportunity on Your return.



## PRICE LIST

<b>TRAVELLINK SERVICE FEES</b>	<b>PER ROOM</b>	<b>PER PASSENGER</b>
Changes, cancellation, refund (Europe Travel)	€ 69	€ 46
Changes, cancellation, refund (World wide travel)	€ 92	€ 46
Name change		€ 116
Passenger cancellation due to schedule change, alternative given	€ 46	€ 46
Passenger cancellation due to schedule change, no same day alternative	€ 0	€ 0