

How to book



Reservations

033 3305 4600

New bookings only

Monday to Friday	9am to 7pm
Saturday	9am to 5pm
Sunday	10am to 4pm

After Sales & Payments

033 3305 7121

Bookings already made

Monday to Friday	9am to 5.30pm
Saturday (Dec - Apr)	9am to 4pm

Balance payments

033 3305 7174

Booking direct

You can make a booking either by calling us direct on the number above, emailing newbookings@markwarner.co.uk or online via our website at www.markwarner.co.uk

(Please note, not all holidays we offer can be booked online – if unsure, please check with our office). At the time of booking, you will be required to give us credit/debit card details for the deposit(s) (or full balance if booking within 12 weeks of the start of your holiday). For all bookings we will then give you a reference number for you to quote on all correspondence/calls. Online bookings cannot be made less than 72 hours before departure.

Booking via your Travel Agent

Call in and see or telephone your local authorised travel agent who will check availability and make the booking on your behalf. At the time of booking, you will be required to give your travel agent your credit/debit card details or other acceptable form of payment for the deposit(s) (or full balance if booking within 12 weeks of the start of your holiday). They must then send us the deposit(s)/full payment.

Please note that bookings made direct with us may not subsequently be transferred to a travel agent.

Payments

Deposit payments are £175 per person (excluding infants for whom no deposit is payable). Telephone conversations to our Reservations/After Sales departments may be monitored/recorded for training and customer service purposes. If you are booking within 12 weeks of the start date of your holiday you must pay or send the whole cost of the holiday at time of booking.

Please note: If booking direct with us, deposit payments must be made by either credit or debit card at the time of booking. Balance payments can be made by electronic bank transfer, debit/credit card or cheque. We cannot accept personal cheques received less than 21 days before the start of your holiday even where you book through a travel agent. We will send you/your travel agent as applicable a confirmation invoice as soon as practically possible after receiving all appropriate payments.

Your Contract

We regret we cannot accept passengers under the age of 18 unless accompanied by an adult. Please read carefully our booking conditions on pages 92 – 95 of our brochure and on our website at

www.markwarner.co.uk

By asking us to confirm your booking, you are liable to be regarded as having had the opportunity to do so. The booking conditions together with the information contained in this How To Book section and our Travel Information found on pages 88 – 89 of our brochure and on our website at www.markwarner.co.uk form the basis of our contract with you.

A binding contract between us comes into existence when

1) we or your travel agent have received all appropriate payments at the time of booking

and

2) we have verbally confirmed the booking to you or your travel agent over the telephone or, in the case of online bookings, we have despatched our confirmation invoice to you.

Please note: All bookings are subject to availability.

Prices and brochure accuracy changes and errors

Please note that holiday information and prices shown in our brochure and on our website may have changed by the time you come to book your holiday. Whilst every effort is made to ensure the accuracy of the brochure, website and prices at the time of publication, regrettably errors do occasionally occur. We reserve the right to make changes to and correct errors in advertised prices at any time before your holiday is confirmed. We will advise you of any error of which we are aware and confirm the applicable price at the time of booking. Your chosen holiday arrangements (including the price) will be confirmed on your invoice. Please note that bookings made prior to publication of the relevant brochure may be subject to significant changes upon confirmation of the programme and publication of the brochure. Please read clause 5 of our booking conditions for more details. During the season it may be necessary on certain dates to purchase extra flights and/or coach capacity. This may result in an increase in costs as we cannot always negotiate the same favourable seasonal rates. We will, however, only pass on such increased costs to you where your booking has not been confirmed. All such extra costs will be advised to you at the time of booking. When Mark Warner is required to buy adhoc flights for your booking you will be required to pay the cost of the flight plus the usual £175pp deposit at the time of booking in order to confirm the holiday. For price increases after booking, please see clause 3 of our booking conditions – Prices and surcharges.

Final Payment

Please send the final payment so that we receive it no later than 12 weeks before the start of your holiday. This date will be clearly indicated on your invoice and failure to pay by this date may mean that your holiday will be cancelled and cancellation charges will apply – see clause 1 of our booking conditions.

Altered Bookings

All amendments to bookings must first be requested by telephone to the After Sales Department on 033 3305 7121 (and confirmed in writing if requested by them) or by email (if you have booked direct with us) to admin@markwarner.co.uk or if you have booked through one of our authorised travel agents, through the agent. We will endeavour to assist if we can. Once we have issued the confirmation invoice, there will be a charge of £35 per person per occasion a change is made (if the change can be made) except as set out below. Amendment may result in the recalculation of the holiday price and the loss of previously applicable discounts or other special offers if the amendment means the conditions applicable to the previous calculation or a discount or other offer are no longer met (for example, because the number travelling has fallen below the minimum required) or the basis on which the price was calculated has changed (for example, because only one person is occupying a twin or double room). Changes made within 12 weeks of departure and any change of holiday dates will be treated as a cancellation of the original arrangements by you and cancellation charges will apply, please see clauses 4 and 5 in our booking conditions for further details (note that these cancellation charges apply to all pre-booked elements of your holiday). However, if the change is to increase the number of persons booked (without any other change), no amendment fee or cancellation charges will be payable (although you will of course have to pay any increase in the total holiday cost). Subject to meeting the conditions set out in clause 4 of our booking conditions, no amendment fee or cancellation charges will apply for a name change where the holiday arrangements otherwise remain exactly as originally booked unless flight tickets have been issued. In this case, an amendment fee of £35 per name change will be payable if on charter flights. For scheduled flights, the airline may treat any change (including a name change) made after tickets have

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been issued as a cancellation of the original booking and impose 100% cancellation charges. Accordingly, you may have to pay the full cost of the flight(s) in question again as well as the amendment fee of £35 per person affected.

Travel Details and Tickets

Your e-tickets will be sent to you approximately 7 – 10 days before the start of your holiday. For e-ticketed flights we must have an up to date email address for your booking. Please carefully check your documents upon receipt as flight timings can sometimes change from those on our website or detailed on your confirmation invoice.

Flight Inclusive Holidays

All the flights and flight-inclusive holidays in this brochure and on our website are financially protected by the ATOL scheme. When you pay, you will be supplied with an ATOL Certificate. Please ask for it and check to ensure that the holiday you have booked is described on it. Please see our booking conditions for further information or for more information about financial protection and the ATOL Certificate go to www.atol.org.uk/ATOLCertificate

Advance Passenger Information System (APIS)

For security reasons, most European and many other countries now require airlines to provide information about their passengers before they fly. This is known as Advance Passenger Information or API and includes full names, dates of birth, nationality, gender and passport details of all passengers but other details may also be required. The airlines set their own deadlines for receipt of this information which may be well in advance of departure. If it is not provided when required, you may be refused boarding on your flight. In this situation, full cancellation charges will apply. Accordingly, you must provide us with all information we ask you for when we ask for it. Where you make your own flight arrangements, you are responsible for providing API to the airline, if booking direct, or to your travel agent, when requested to do

so. If, as a result of failure to provide information when required or the provision of inaccurate or incomplete details, you are unable to take your holiday, cancellation charges will apply as set out in our Booking Conditions.

Data Protection

For the purposes of the Data Protection Act 1998, Mark Warner Ltd is a data controller. In order to process your booking, we need to collect certain personal details from you. These details will include, where applicable, the names and addresses of party members, credit/ debit card or other payment details and special requirements such as those relating to any disability or medical condition which may affect the chosen holiday arrangements and any dietary restrictions which may disclose your religious beliefs ("sensitive personal data"). All references in this section to personal data include sensitive personal data unless otherwise stated.

We need to pass on your personal data to the companies and organisations who need to know it (for example your airline, hotel, other supplier, credit/debit card or insurance company or bank) so that your holiday or other services you have requested can be provided to you. The information may also be provided to government/public authorities such as customs or immigration if required by them, or as required by law. On occasions, we may use other companies to provide services on our behalf, such as mailing brochures and marketing material. We only provide third parties with the personal data they require in order to deliver their services. Other than in relation to government/public authorities (over whom we have no control), we will take appropriate steps which are intended to ensure that anyone to whom we pass your personal data for any reason agrees to keep it secure and only uses it for the purposes of providing their services. If we cannot pass personal data to the relevant suppliers or any other third party as applicable, whether in the EEA or not, we will be unable to fulfil your booking. In making your booking, you consent to personal data being passed on to the relevant suppliers and other third parties.

Your personal data may be stored, used and otherwise processed within the UK and/or any other country(ies) of the European Economic Area (EEA). EEA countries are all member states of the European Union together with Norway, Iceland and Liechtenstein. We may also store, use or otherwise process personal data outside the EEA. Data protection laws may not be as strong outside the EEA as they are in the EEA. Personal data will not be transferred to a country outside the EEA unless (1) the country to which it is transferred is one which the European Commission consider to provide an adequate level of data protection or (2) the personal data is transferred to a United States company which has signed up to the Safe Harbour scheme or (3) the personal data is transferred to a company which is required by our contract with them only to deal with the data in accordance with our instructions and to maintain appropriate security to protect the personal data which we are satisfied they have or (4) we are obliged to provide the personal data to a government/public authority in order to provide your holiday.

We would also like to store and use your personal details for future marketing purposes (for example, sending you a brochure or details of a promotion). All details you give us in connection with your booking (including those relating to any disability or medical condition or your religious beliefs) will be kept but we will use only names and contact details for marketing purposes.

If you do not want us to do any or all of these things, please let us know as soon as possible. We are entitled to assume you do not object to our doing any of the things mentioned in this statement unless you tell us otherwise in writing. You may opt out of marketing communications at any time by e-mailing

marketing@markwarner.co.uk

Except where permitted by the Data Protection Act, we will only deal with the personal details you give us as set out above unless you agree otherwise. We take appropriate technical and organisational measures which are intended to prevent unauthorised or unlawful processing of personal data and accidental loss or destruction of, or damage to, personal data.

You are generally entitled to ask us (by letter or e-mail) what details of yours are being held or processed, for what purpose and to whom they may be or have been disclosed. We will charge a fee to respond to such a request. We promise to respond to your request within 40 days of receiving your written request and fee. In certain limited circumstances we are entitled to refuse your request. If you believe that any of your personal details which we are processing are inaccurate or incorrect please contact us immediately. Our privacy statement covers websites owned and controlled by us only. Links to other websites and any information collected by these sites are not covered by this privacy statement.

As our privacy statement may change due to developments in the law, we would encourage you to reread our privacy statement from time to time so that you are aware of any changes in how we gather and use personal information.

Our website uses cookies. We may use a feature of your browser called a cookie to assign your computer a 'User ID'. Cookies do not contain information by which Mark Warner can identify you. They identify your computer to our servers. You may configure your browser so that you are notified before a cookie is downloaded or so that your browser does not accept cookies. Mark Warner may use information contained in cookies to make assumptions about the user of the computer and to provide users of that computer with focused advertising or content services which Mark Warner believes may be of interest, based on that information. To disable your cookies, please refer to the help menu within your Internet browser.