

Booking Conditions of the Principal: Melia Hotels International

The Principal (Corporate Identity) is the accommodation provider to you, the customer, and this document constitutes the Booking Conditions of the Principal. Your booking is subject to the terms and conditions of We Love Holidays Ltd who we, the Principal, have appointed as our non-exclusive agent. Please ensure you have read our Booking Conditions before you finalise your booking.

1. Contract

- 1.1. The lead passenger on this booking must be at least 18 years old and authorised to enter into this contract.
- 1.2. The booking is confirmed and a contract comes into place only when:
 - 1.2.1. You have received a booking confirmation from your travel agent with whom you made the booking.
 - 1.2.2. You have made payment to the travel agent with whom you have made your booking.
- 1.3. The date of the contract is the date the confirmation was sent to you via email.
- 1.4. The contract confirmation will disclose our name and address with whom your booking has been made. Please check all details and notify your travel agent of any discrepancies within 24 hours.
- 1.5. We, the principal, reserve the right to cancel your booking if you have not paid your full balance by the date specified by your travel agent. In case of cancellation your travel agent may impose cancellation charges.
- 1.6. Only those person(s) named on the confirmation emails can occupy the accommodation. Should the accommodation incur any damage as a result of your stay you and/or your party may be charged prior to the end of your stay for any reimbursement.

2. Descriptions

- 2.1. We, the Principal, take reasonable care and due diligence to ensure all information regards your accommodation booking is correct and accurate. However, we cannot be held liable for any inaccuracies or omissions. Sometimes facilities disclosed within the descriptions will not be available. We take reasonable endeavours to ensure you are notified of any changes to facilities before arrival.

3. Payment

- 3.1. You, the customer, are responsible for making all payments to the balance required to ensure your booking is delivered and consumed. In the event you fail to make payment via your travel agent we, the principal, reserve the right to contact you directly for collection of any outstanding balance.

4. Changes To Your Booking

- 4.1. The Principal reserves the right to make changes to your booking once the contract is confirmed.
- 4.2. Occasionally the Principal will make a substantial change to your booking, such changes could include but are not limited to:
 - 4.2.1. A change of accommodation (this may be rating, location, board basis and more).
 - 4.2.2. A change of accommodation for all or part of the duration of the booking.
 - 4.2.3. The closure of major facilities such as a swimming pool during the duration of the stay.

- 4.3. In the event of a substantial change the Principal shall notify you, the customer via your Travel Agent as soon as possible. Upon notification, you may either:
- 4.3.1. Accept the changes.
 - 4.3.2. Change accommodation. This may require booking an alternative at a higher cost than your original booking. If you chose accommodation at a lower cost than your original booking, we shall refund the difference.
 - 4.3.3. Cancel your accommodation booking and receive a refund of monies received for that booking only.
- 4.4. In all cases of substantial changes, the liability of the Principal and your Travel Agent is limited to offering you, the customer, the above options.
- 4.5. Upon a cancellation, due to a substantial change no related expenses shall be reimbursed such as cancellation costs for example.

5. Complaints

- 5.1. Upon arrival or at any time during your stay you are unhappy with the conditions, you must notify the Principal immediately and give the Principal the chance to rectify any problems incurred.
- 5.2. Any problems, complaints or issues which have not been communicated to the Principal during the stay will not be acknowledged upon your departure and return to the UK.
- 5.3. If you wish to submit a formal complaint upon your return to the UK, please do so via your Travel Agent.
- 5.4. If your complaint concerns health and safety issues the Principal will directly correspond with you, the Customer.

6. Cancellations

- 6.1. If you wish to cancel, then cancellation terms are set out in your Travel Agents terms and conditions.
- 6.2. If the Principal cancels your booking you will be entitled to a full refund for the accommodation booking.

7. Passports & Visas

- 7.1. All passengers must be in possession of a valid passport and if necessary a visa. It is the customer's responsibility to ensure they meet all requirements for entry to any country and bear any costs associated.

8. Health & Safety

- 8.1. The Principal warrants a health and safety management system is in place and is used.
- 8.2. The Principal shall ensure that at all times the accommodation(s) including but not limited to all grounds, facilities, buildings, rooms, furniture and equipment comply with all necessary local and national laws, licences and regulations (including but not limited to fire, food, entry, security and more) associated with running and managing an accommodation for tourists and holiday makers.
- 8.3. We recommend visiting the www.fco.gov.uk website for further information regards our location, and if required please see your doctor before travelling.