

Olympic Holidays Booking Terms & Conditions

Olympic Holidays Booking Terms and Conditions

Please read the following terms and conditions carefully. They, together with the Holiday Information (which is incorporated into these Booking Conditions), apply to all holidays and flights on this website and they deal with your rights and obligations to us and ours to you.

To see the answers to some commonly asked questions, visit our [Frequently Asked Questions](#) page.

SECURITY

Olympic Holidays is a trading name of Travelworld Vacations Ltd which will be the other party to the contract created when you book holiday/flight arrangements on this website. Travelworld Vacations Ltd holds an ATOL number **4108** issued by the Civil Aviation Authority. When you book a flight-inclusive holiday or flight-only arrangement with us you can be entirely confident that in the unlikely event of our insolvency before or during your holiday, any money you have paid to us is fully secured and, if you are overseas, that full arrangements will be made to repatriate you. We are also members of ABTA with membership number **V8302**. As such we are fully bonded according to ABTA's rules and abide by ABTA's Code of Conduct. We can also offer you ABTA's scheme for the resolution of disputes which is approved by the Chartered Trading Standards Institute. If we can't resolve your complaint, go to www.abta.com to use ABTA's simple procedure. Further information on the Code and ABTA's assistance in resolving disputes can be found on [the ABTA website](#). In order to ensure that the monies you pay for your holiday are protected we will issue an **ATOL Certificate** for all flight-inclusive bookings which will be emailed to you when the booking is made and a confirmation invoice showing the details of the services that you have booked including the price and the amount of money paid by you. You should check these details carefully and contact your travel agent or us immediately if there are any discrepancies. Please go to [ABTA's website](#) for a copy of the Guide to ABTA's scheme of Financial Protection.

YOUR CONTRACT WITH US

When you book a holiday or other arrangement with us (whether of an Olympic



or Flexichoice product)



a contract between us will only come into effect when we send our confirmation email or electronic invoice and ATOL Certificate (for arrangements involving a flight) if you booked on our website or requested one, otherwise when we issue an electronic invoice. Both you and we are contractually

committed from the moment we send our confirmatory email/issue an electronic invoice as the case may be subject to our right of cancellation as set out in the following paragraph.

In either case, when the contract comes into effect, we become responsible to provide you with the holiday or other arrangement you have booked, and you become responsible to pay for it, in each case subject to these terms and conditions. Whilst we make every effort to ensure that the prices quoted on this website and in our confirmation email/electronic invoice are accurate, because of the wide range of prices many of which are provided by third parties, should an error occur, either through our own fault or the fault of our suppliers, we reserve the right to cancel your booking with a full refund, if we do so within 72 hours from when your booking was confirmed.

Persons aged 16 years or over but under 18

For persons aged 16 years or over but under 18 on the date of return who are travelling unaccompanied by a responsible adult, we will only accept bookings if an adult agrees to be responsible for any costs arising from the booking or its cancellation. We regret we cannot accept Flexichoice bookings from persons under the age of 18 unless there is someone aged 18 or over travelling in the party and normally this person should be the lead passenger (see below).

OLYMPIC 'FLEXICHOICE' BOOKINGS

Our 'Flexichoice' range – please look for the 'Flexichoice' logo (see Your Contract With Us above) during the booking procedure - gives you maximum flexibility when booking your holiday arrangements with us. This means that we may book your flight or accommodation or both with third party suppliers specifically to fulfil your requirements.

When you book from our 'Flexichoice' range:

We may purchase flight seats from other companies in order to fulfil your exact holiday requirements. If you have a holiday or flight involving carriage by Monarch Airlines, Thomas Cook Airlines, Thomson Airways, Jet 2 or Easyjet or any other scheduled or low cost airline this may well have occurred but the appearance of the Flexichoice logo during the booking process is definitive. Each of those airlines has its own booking conditions and conditions of carriage which are incorporated into and form part of your agreement with us to the extent that they impose a greater obligation on you than do these conditions. You can obtain a copy of those conditions on the website of the relevant airline or by asking us and we will provide a copy.

We may also book accommodation with third party suppliers specifically to meet your accommodation requirements. In these circumstances we act as agents only for the hotelier or other supplier of your accommodation who have their own booking terms and conditions which are incorporated into these conditions and form part of our contract with you. We will supply a copy of such conditions to you on request. The fact that we act as agent for the accommodation supplier also significantly affects our Administration charges (see If You Wish To Make Changes After Booking below); Cancellation charges (see If You Cancel below); and our liability to you (see Our Liability To You below).

Because of the flexible nature of these arrangements and the differing role we play in making them for you, each element of your 'Flexichoice' booking (i.e. normally your flights and accommodation arrangements, but this may include other items such as transfer arrangements) will comprise a separate contract with us even though for convenience they will be invoiced together and grouped together on subsequent documentation. Therefore a 'Flexichoice' booking will not comprise a package as defined in the Package Travel, Package Holidays and Package Tours Regulations 1992 or other legislation.

FOR ALL BOOKINGS

While this website is primarily intended for use by UK residents, anyone anywhere in the world is welcome to search for and book travel/accommodation arrangements from it. However, we reserve the right to cancel, without assigning a reason, any booking made by a person or company residing or carrying on business in the same country as the accommodation facilities which have been booked. If we cancel any booking under this provision we shall, of course, refund fully any payment which has been made to us in respect of it.

Please note that it is important you check carefully our confirmation invoice when you receive it, or if booking late that all details are as you require them. Our obligation is to provide or procure the provision of the arrangements you have booked as described on this website and confirmed to you. If you wish to change or cancel those arrangements later, you may have to pay an amendment or cancellation charge and additional costs (see below) which may be as much as the whole of the original price of your arrangements.

In parties of two or more people, the person who actually makes the booking (the first person named when you enter those details) is the person with whom we make the contract and that person accepts responsibility for making all payments to us for all members of the party. Conversely, we will send all documents and other information to that person alone, who will be responsible for ensuring that all other members of the party are kept fully informed.

PRICES

All prices shown on this website are in pounds sterling per person. We reserve the right to change the prices shown at any time before you book. If we do you will be told of the revised price applicable to the arrangements you require before you commit yourself. The price of your holiday is fully guaranteed and will not be subject to any surcharges.

Please note that in the event of any conflict between the price given on this website or (if issued later) any late availability circular, and the price given by any Viewdata system, or verbally, the price given in the current edition of our brochure or the relevant late availability circular will prevail.

PAYMENT

The total price of the arrangements you have booked is payable:

- If you book more than 10 weeks (11 weeks if you book from our Flexichoice product) before your scheduled departure date, a deposit of £51.50 per person, which includes £2.50 per person ATOL Protection Charge (excluding infants of under 2 years of age on the date of return) plus any insurance premiums is payable when you book, and the balance will be payable 10 weeks (11 weeks if you booked from our Flexichoice product) before your scheduled departure date. Please note that if you have made an Olympic Flexichoice booking the full price of your flights is payable on booking in place of the deposit stated above. If you book less than 10 weeks (11 for Flexichoice bookings) before your scheduled departure date, then the full price is payable when you book.
- Payment (except of the deposit which must be paid by debit or credit card when you book) may be made by cash, cheque (providing there is time to clear it to meet the payment schedule shown above - you should allow 10 working days for clearance from the time we receive it) or any major credit or debit card.
- If you book through a travel agent, any money which you pay to that agent under or in contemplation of any contract with us is held by them on our behalf until the date of actual payment to us.

When you buy a flight-based holiday through a travel agent, all monies you pay to the travel agent are held by him on behalf and for the benefit of the Trustees of the Air Travel Trust at all times. This is subject to the agent's obligation to pay it to us for so long as we do not fail. If we fail, any money held at that time by the agent, or subsequently accepted from you by him, is and continues to be held on behalf of and for the benefit of the Trustees of the Air Travel Trust without any obligation to pay that money to us. When you buy a holiday not including a flight, all monies you pay to the travel agent are held by him on our behalf at all times.

Please note that your booking may be cancelled if you do not make payment on time (and we will not normally send reminders) and if it is, cancellation charges as set out under "If you cancel" (see below) will be payable by you. No charge is made for payment by cheque. Due to the fee levied by clearing companies a charge applies to payment made by debit and credit card. You will be advised of the current charge during the booking process.

SPECIAL REQUESTS

If you have any special request, which is not mentioned in connection with the arrangements described on this website (for example dietary requirements or a need for special assistance) please inform us. We will always do our best to meet such requests but cannot guarantee to do so, and in no circumstances will any such request be accepted by us so as to form part of our contractual obligations.

INSURANCE

It is a condition of booking with us that you take out travel insurance. You do not have to purchase

Travel Insurance through Olympic Holidays, however if you choose to do so this option is available to purchase. The insurance we have arranged is described on this website and you will have the option to purchase it during the booking process. If you do not accept our insurance, however, you must be covered by other insurance arrangements covering at least the cancellation of your booking and providing medical cover for illness or injury while overseas. You must provide us with the name of any alternative insurers when you book with us or as soon as possible thereafter. If you have not provided us with the name of any alternative insurer within 14 days of booking (or 3 days before departure if booking late) we reserve the right to cancel your booking and refund all payments you have made to us. If you travel without suitable travel insurance and anything happens during your flight/holiday which would have been covered by such insurance, we will be unable to assist you and will not meet and will not have any liability for any charges you incur for e.g. medical attention or anything else which a travel insurance policy would normally cover.

If you need or wish to increase cover, or cover for any other risks, it is your responsibility to make the appropriate arrangements with the insurers direct.

Travelworld Vacations Limited trading as Olympic Holidays is an appointed representative of ITC Compliance Limited which is authorised and regulated by the FCA (their registration number is 313486) and which is permitted to advise on and arrange general insurance contracts.

IF YOU WISH TO MAKE CHANGES AFTER BOOKING

If you wish to make any changes to the arrangements you have booked after we have issued the confirmation invoice, we will try to help but will have no obligation to do so other than allowing any member of your party who is prevented from travelling to transfer his/her booking to someone else providing that written notice is given not less than 28 days before the scheduled departure date with full details of the proposed transfer. In these circumstances you will remain liable with the transferee for payment of the price of the transferred arrangements together with any additional costs arising from the transfer. For any other changes you must write to **Interaction Worldwide Ltd** (who provide a support service for us) at **1 Torrington Park, London N12 9TB** detailing the change(s) required. If we can help we will make a fixed administration charge (for changes to accommodation only or flight only/inclusive holidays based on charter flights only) as follows:



Olympic Bookings

Number of days before departure	Amendment Charge
More than 70 days	£35 per person per detail changed
70 days or less	£50 per person per detail changed



Flexichoice Bookings

In Flexichoice bookings if it is possible to make any change to your flight or accommodation arrangements (which is not always the case) we will recharge to you any amendment charge made to us by the flight or accommodation supplier in addition to our own amendment charges detailed in the table above. Often it will not be possible to amend Flexichoice flight arrangements without cancelling (at 100% cancellation charge) and rebooking them and if you decide to proceed with your required change in these circumstances you will be liable for the full costs of cancelling and rebooking in addition to our amendment charge as detailed in the table above.

For All Bookings

In all cases these charges are in addition to any further costs incurred by any change requested, e.g. the arrangement of a ticket on departure. Please also note that if on any booking we agree to change the date of travel to a date in another season, the administration charge will be £40 per person in addition to any other charge as set out above.

If you change the number of people in your party the price of the arrangements will be recalculated based on the new party size. If, for example, a party is reduced in size this may mean that accommodation is under-occupied and each member of the party may therefore have to pay an increased price in addition to administration charges as set out above. Please note that any increase in price in these circumstances is not a cancellation charge for the purpose of the insurance cover we offer, even though it might arise from the cancellation of one or more members of your party.

Please note that we cannot in any circumstances make any change to your booking 2 weeks or less before departure

IF YOU CANCEL

Because we start to incur costs in relation to your arrangements from the time we confirm your booking, if you cancel we have to make a charge, and the nearer to your departure date you cancel, the more the charge will be. If you wish to cancel a confirmed booking, you must do so by writing to **Interaction Worldwide Ltd at 1, Torrington Park, London N12 9TB**. It is recommended that letters are sent by recorded delivery post. Cancellation takes effect from the date your letter is received. Cancellation charges will be as shown in the table below (which also applies if we cancel because you have failed to make payments on time - see Payment above) and will be payable immediately on cancellation. Because we offer a variety of products to meet your requirements, the cancellation terms differ between them. Please read carefully the cancellation charges that apply to the arrangements you have booked with us. Please contact us if you are in any doubt:



Olympic Bookings incorporating a flight

Number of days before departure on which notice of cancellation is received

Cancellation charges as a percentage of the total holiday price (excluding insurance premiums)

70 days or more 77 days if your booking has carriage by one of the airlines named under "Payment" above.	Deposit plus any administration charges
Between 69 and 56 days	30% (or deposit paid plus admin charges if greater)
Between 55 and 36 days	50% (or deposit paid plus admin charges if greater)
Between 35 and 22 days	70% (or deposit paid plus admin charges if greater)
Between 21 and 11 days	90% (or deposit paid plus admin charges if greater)
10 days or less before departure or if you do not check in for your flight	100%



Flexichoice Bookings incorporating a flight

In all cases if you cancel a Flexichoice booking incorporating a flight, cancellation charges will be the deposit you paid when booking with us plus any administration charges incurred or paid if you cancel prior to 11 weeks before the scheduled departure date. Cancellation within 11 weeks prior to your scheduled departure date will be 100% of the price of the arrangements you have booked with us plus any administration charges incurred or paid.



Olympic Bookings for accommodation only

If you cancel prior to 7 weeks before the date you are scheduled to depart the UK, cancellation charges will be the deposit you paid when booking your arrangement with us plus any administration charges. If you cancel within 7 weeks before your scheduled departure from the UK, cancellation charges will be calculated on the following scale:

Number of days before departure on which notice of cancellation is received	Cancellation charges as a percentage of the total price of booked arrangements (excluding insurance premiums)
Between 49 and 36 days	50% (or deposit paid plus admin charges if greater)
Between 35 and 22 days	70% (or deposit paid plus admin charges if greater)
Between 21 and 11 days	90% (or deposit paid plus admin charges if greater)

	greater)
10 days or less before departure or if you do not check in for your flight	100%



Flexichoice Bookings for accommodation only

In all cases if you cancel a Flexichoice accommodation booking before 7 weeks before the date you are scheduled to depart the UK, the cancellation charges payable by you will be the amount of the deposit you paid when booking your accommodation only arrangement plus any administration charges. Within 7 weeks of the date you are due to depart the UK, cancellation will mean cancellation charges of 100% of the price of the arrangements you booked with us plus any administration charges.

For All Bookings

Remember that if one or more of your party cancels this may also mean that the price of the arrangements for the remainder of the party may increase to reflect this.

If you have to cancel for a reason covered by insurance (whether arranged through us or otherwise) and follow the procedure laid down by insurers, you should be able to reclaim the cancellation charges.

Please note, however, that insurance premiums do not form part of the price of your arrangements and are not refundable in any circumstances unless cancelled in accordance with the terms of the insurance. Please note that if you cancel or curtail your holiday while overseas and return early, no refund will be made. Please also note that the ATOL Protection Charge of £2.50 per person cannot be cancelled once you have booked.

IF WE MAKE CHANGES

Because the descriptions etc on this website are prepared many months before the start of the arrangements offered, we reserve the right to change any of the details shown in it at any time before we confirm your booking. If any such details are changed, you will be informed before we confirm your booking.

Sometimes, even after we have confirmed your booking we may have to make some alterations to confirmed arrangements. Most such alterations will be minor and of little effect on your overall arrangements, and in that case, while we will do our best to notify you of any such minor change before your departure, we will have no other liability to you.

Occasionally, however, we may have to make a significant change to your confirmed arrangements. Significant changes are deemed to be the following:

- Change of UK departure airport (except between the airports serving London: Gatwick, Heathrow,

Luton and Stansted)

- Change of your time of departure from the UK by more than 12 hours
- Change of resort area
- Change of holiday accommodation to accommodation of a lower official rating

NB: A change of arrival/departure airport in Cyprus or a flight operating with a stop-over at another airport does not constitute a major change.

If we have to make a significant change, we will notify* you as quickly as possible and you may then either:

- accept the change, and the contract between us will then be varied to incorporate the change; or
- take alternative arrangements altogether (subject to availability). If the alternative arrangements selected are of a lower price than those originally confirmed, the difference will (if already paid) be refunded to you. If the alternative is more expensive, then you will have to pay the difference; or
- withdraw from the booking completely in which case we will, as soon as possible, refund all money paid to us.

Please note that if you have booked Flexichoice arrangements, since these do not constitute a package arrangement (see Flexichoice Bookings above) the right of cancellation mentioned in this section only applies to the service or facility affected by the significant change. For example if there is a significant change (as defined above) to your booked flight, your right to cancel applies to that flight only and not to your booked accommodation, and conversely if there is a significant change (as defined above) to your booked accommodation your right of cancellation applies only to that accommodation booking and not to the flights you have booked.

In addition, if you choose either the first or second option above – that is to accept the change or to take alternative arrangements - you will receive as compensation a credit towards the cost of your arrangements, or any alternative selected, of the amount shown in the table below.

Number of days before departure when we notify* you of a major change	Compensation in pounds per person
Advice in resort to 7 days	£25
8 to 14 days	£20
15 to 28 days	£15
29 to 42 days	£10
43 days or over	NIL

Please note that the compensation scales shown above apply to full fare paying adults only. Children or others travelling at concessionary rates will receive compensation pro rata based on the concessionary price against the full adult price as shown in the confirmation invoice containing the

arrangements that you have booked current at the time of your booking. Infants do not qualify for compensation. This compensation is in full settlement of and discharges all liability to you.

**Notice is deemed to have been given to you on the second day after the notification has been posted by us, or immediately you or your travel agent have been informed verbally of any change to which this section If We Make Changes relates.*

Important Note

The above does not apply when we are forced to cancel your arrangements or make changes which cause you to withdraw, or to cancel your arrangements by reason of unusual and unforeseeable circumstances beyond our control and which we could not have avoided by the exercise of all due care. In these circumstances our only liability will be to refund, as soon as possible, all money paid to us by you.

OUR LIABILITY TO YOU

Where we book accommodation for you from our 'Flexichoice' range (see Your Contract With Us and Flexichoice Bookings above) because we act as agent only for the hotelier or other accommodation supplier we do not have and will not accept any liability for the provision of or failure to provide any such accommodation or facility or service, nor for any illness, injury or death occurring in or about such accommodation unless caused by the direct negligence of an employee of ours. For the avoidance of doubt "illness" and "injury" in this paragraph shall include physical or mental illness or injury. We will, however, assist you (without accepting any liability) to make any complaint or claim in respect of such accommodation, service or facility by forwarding any complaint or claim received by us or by Interaction Worldwide Ltd (see Complaint Procedure below) to the hotelier or other accommodation provider.

Other than the foregoing we accept liability for any damage caused to you or any person in your party by the failure to perform, or the improper performance, of the contract made when your booking is confirmed (subject to any changes subsequently agreed between us) unless:

- (a) the failures which occur in the performance of the contract are attributable to you or some other person in your party;
- (b) such failures in performance are attributable to a third party unconnected with the provision of the services contracted for and are unforeseeable and unavoidable; or
- (c) such failures are due to:
 - (i) unusual or unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even (i) if all due care had been exercised; or
 - (ii) an event which we, or the supplier of the services (if not us) could not foresee or forestall even with all due care.

Our liability to you is, in any event limited to the lesser of the following:

1. Except in the case of damages for personal physical injury twice the price of the holiday of the person claiming (excluding insurance premiums); or
2. The minimum amount payable under any international convention governing or relating to the provision of the service complained of, even if that convention has not been applied in or ratified by the United Kingdom.
3. You are reminded that providers of transport by land, sea and air have their own Conditions of Carriage which are incorporated into the contract between us and which may limit or exclude liability in certain circumstances. A copy of any such conditions which relates to your travel arrangements can be supplied on request.

Please note any reference to, or liability for, personal injury is deemed to refer to physical injury only and excludes psychological injury, damage or trauma.

Where appropriate and subject to our reasonable discretion we shall offer general assistance if you, through misadventure suffer illness, personal injury or death during the period of your holiday but arising out of any activity which does not form part of the contracted services. If you undertake legal action, provided you do so with our prior agreement, we will meet the initial costs of such action (provided you request such assistance within 90 days of the misadventure) limited to a total of £5,000 per booking. In the event that there is a successful claim for costs against a third party or there is suitable insurance in force, any costs which we actually meet maybe recovered from you.

COMPLAINT PROCEDURE

If, while you are overseas, you or any member of your party has any complaint about the performance of any of the services provided as part of the arrangements we have confirmed, you must firstly raise your complaint with our local representative (or if none our local agent or the supplier of the service) who will do his best to resolve the matter to your satisfaction on the spot. If this cannot be achieved, you must obtain and complete a report form from our representative, agent or supplier outlining your complaint, which we cannot accept any claim on your return from holiday unless this procedure has been followed.

On your return to the United Kingdom, if you still wish to pursue your complaint, you must write to **Interaction Worldwide Ltd at 1, Torrington Park, London N12 9TB**, quoting your booking reference number and giving all relevant details of your complaint. Interaction are authorised to deal with all complaints and claims made against us or against the hotelier or other accommodation supplier in relation to accommodation booked for you from our Flexichoice range (see Our Liability To You above) and it is important that they are enabled to investigate or forward all complaints quickly, and we therefore ask that your letter is received within 28 days of your return to the UK. Please note that we cannot accept any correspondence or claims from any other member of your party (although you may write on their behalf). If Interaction does not hear from you within that period, you will be deemed to have waived any claim you might have had against us or any hotelier or accommodation provider. Please also see under SECURITY above about our membership of ABTA and the approved scheme for resolution of disputes.

FLIGHTS

The flight times on this website are given for guidance only and they can be subject to change as a result of decisions of the various UK and overseas airport scheduling committees or for various other reasons e.g. flight consolidation. Please check your tickets carefully when you receive them as they will have the actual flight timings on them. It is against these times that your entitlement to compensation, or to cancel your booking under If We Make Changes above will be measured.

You are reminded that Captains of aircraft have absolute authority over the aircraft and its passengers while boarding or in flight. The Captain or other authorised representative of the airline can refuse to carry anyone if they are unruly, unfit to travel, or a danger to the flight or other passengers. If you or any member of your party is refused carriage in these circumstances, the contract between us will terminate immediately and we will have no further responsibility for, nor liability to, you or any member of your party.

TERMINATION / INDEMNITY

When you book arrangements with us you accept responsibility for the proper conduct of yourself and your party while those arrangements are being provided. If your behaviour or that of any member of your party is such that it causes or is likely to cause distress, damage, danger or annoyance to any of our clients, employees or anyone else responsible for providing any part of your holiday or travel arrangements, we may terminate your holiday, flight or accommodation arrangements immediately and will have no further liability to provide any further service or facility, nor for any refund, compensation or any additional costs which you incur. If your actions or omissions, or those of any member of your party cause damage to any property utilised in the provision of the contracted arrangements, or cause delay or diversion to any flight or other means of transportation, you agree to fully indemnify us against any claim (including professional fees and legal costs) made against us by or on behalf of the owner of such property, or the operator of the flight or other means of transportation.

IMAGES

During your holiday we may photograph, film or video (which includes all methods of capturing, storing and processing the resulting images whether in material or immaterial form) scenes which may include you and/or your family/travelling companions. This is particularly the case if you have booked a wedding with us which includes photographs or video(s) of the occasion. In making your booking you agree for yourself and on behalf of all members of the party included in your booking that any images of or including you, any member(s) of your family, or travelling companions taken or arranged to be taken by us may be utilised by us for or reproduction in any publication, presentation, sales or marketing communication (including e-mail or any other electronic communication) or campaign without limitation and to the extent necessary you licence us to utilise any such images in whole or in part for any and all such or related purposes.

JURISDICTION & THE LAW

The contract arising from any confirmed arrangements is to be interpreted according to, and subject to the laws of England, no matter where you live or book your holiday, and both you and we agree that the Courts of England shall have exclusive jurisdiction over any claim or dispute under or concerning it. We agree any action or proceedings brought against **Travelworld Vacations Ltd** may be served at the offices of **Interaction Worldwide Ltd, 1, Torrington Park, London N12 9TB** and if served there, we will accept them as having been validly served upon us.

2012 © Olympic Holidays

Book with confidence



ATOL protection is a government backed scheme organised by the Civil Aviation Authority (CAA).

[Find out more](#)