

Travel terms and conditions

Liability for travel implementation Jetset Holiday is an agent for airline tickets, hotels, car rentals, transfers and events. We accept no liability for changes to timetables, cancelled flights, luggage or other incidents relating to the implementation of flights. Nor do we accept liability for problems relating to booked hotel accommodation, transfer or car rentals. The relevant provider bears liability for such incidents. Therefore, any claims relating to this must be submitted to the provider directly. We arrange travel services for leisure travellers.

The traveller is responsible for :

- Reading and approving the terms and conditions of travel prior to purchase.
- Checking that the spelling of the name of the traveller matches the spelling in the passport before making the purchase.
- Contact Jetset Holiday immediately if you do not receive a confirmation by e-mail within a few minutes of booking. As soon as you receive this confirmation by e-mail, you must check that the details are correct. Please notify Jetset Holiday immediately if anything is unclear. Outside our regular opening hours, please contact the airline, hotel and transfer provider or car rental company directly to check whether any corrections would be possible.
- Regularly check the e-mail address you gave us as all correspondence from us is sent by e-mail.
- Regularly check flight times and any timetable changes for both your outbound and return flights.
- Consult the relevant airline to check which airport terminal you will be departing from.
- Check visa regulations, travel document and documents for the final destination and for any intermediate stops. This is done through the respective country's embassy and the airlines that execute the journey.
- Check what vaccinations you will need before you travel.
- Check passport rules and how long your passport will be valid for, as some countries require your passport to be valid for at least six months after you return home.
- Check current check-in times for the entire trip. We recommend that you check in at the airport at least 1.5 hours before departure (domestic flights) or 2.5 hours (international flights).

1 Booking confirmation and travel documents

1.1 Tickets

The booking confirmation which Jetset Holiday sends by e-mail to the traveller on completion of the booking is the travel document, and this must be carried on the entire trip. This confirmation contains all the important information such as the booking reference, flight number and flight times. We also recommend that the traveller should print a timetable by clicking on the link in the confirmation. Airline tickets must always be used in chronological order, and travellers must complete all legs of their journey. If the traveller does not complete any leg of the journey, the rest of the trip will be cancelled by the airline and no refund will be issued. This ruling is beyond the control of Jetset Holiday. Tickets with separate booking numbers are always handled as individual trips independent of one another. Jetset Holiday accepts no liability for missed connections or failure to issue refunds for separate tickets in the event of timetable changes, delays or cancelled flights.

1.2 Flight times

All flight times specified are local. Next-day arrivals are indicated with "+1" on the timetable. The stated flight times are preliminary and subject to change with short notice. The traveller must therefore stay in line with any updates of the flight schedule themselves.

1.3 Hotels

Jetset Holiday arranges hotels in cooperation with hotelbeds.com. The traveller him/herself must notify the hotel of any flight timetable change which will result in late arrival at the hotel.

1.4 Low cost carriers

Two booking confirmations will be sent on email once the reservation has been confirmed, one is from us and one is from the airline. For check-in you are required to use the booking confirmation from the low cost carrier airline. Kindly observe that some airlines encourage check-in through their own website as they may charge a check-in fee when checking in manually at the airport. All contact and queries in connection to bookings marked with low cost carrier is to be carried out directly between the traveller and the airline. Jetset Holiday act solely as an agent and cannot answer any queries regarding luggage nor change- or cancellation policies. Any changes to the flight schedule are handled by the airline only.

2 Booking of flight tickets

2.1 Price alterations/technical errors

Jetset Holiday reserves the right to make changes due to technical errors and price alterations beyond our control, and we reserve the right to contact the traveller within 24 hours on weekdays to make any amendments to bookings made. If technical problems occur close to or during weekends, we will contact the traveller on the next working day. Jetset Holiday reserves the right to cancel the reservation in the event of technical problems and price errors beyond our control. The traveller will be notified by email in this instance.

2.2 Combination of single tickets (One-way combination)

Journeys marked as "One-way combination" consist of two single journeys. Even if the stages are booked together, they are treated individually. This means that each stage of your journey is handled separately in the event of cancellations, alterations, traffic disruption such as strikes, and timetable changes. Each airline's own regulations will apply.

2.3 Minimum age

You must be aged 18 or over to make a booking with Jetset Holiday.

2.4 Children travelling alone

Jetset Holiday does not arrange tickets for children travelling alone. Children under 18 must be booked to travel with an adult. Some countries and airlines do not allow children under 18 to enter the country unless accompanied by a guardian.

2.5 Infants

Children between the age 0-2 will travel as infants and will not be allocated a seat of their own. A child ticket must be booked for the entire trip if the infant reaches the age of 2 before the end of the trip. Infant tickets cannot be booked before birth as the correct name and date of birth must match those stated in the passport. We do not book infants later. Jetset Holiday will not reimburse any expenses arising if the wrong type of ticket has been booked from the outset. We cannot guarantee meeting requests for baby food, cribs or similar.

2.6 Taxes

The ticket price shown is inclusive of airport taxes. A departure tax must be paid in cash on departure from some airports. It is the responsibility of the traveller to check this information.

2.7 Transport and hotel when an airport or date is amended

Any ground transport and overnight accommodation during your trip are not included in the ticket price. The traveller is personally responsible for checking timetables and prices. This is also applicable in the event of any changes to the airlines' timetables, which are beyond the control and responsibility of Jetset Holiday.

2.8 Connection time on stopovers

Trips booked via Jetset Holiday have approved connection times. The times required for connections during stopovers are calculated by the airlines. If a flight segment is delayed in the event of a transit booking, the airlines are obliged to assist the traveller to reach the final destination. When separate tickets are booked, the airlines bear no responsibility for delays leading to missed connections. Therefore, it is the responsibility of the traveller to check that the connection time is sufficient according to the airlines and the airports. Jetset Holiday will not reimburse any additional costs incurred on account of this.

2.9 Double booking

It is the responsibility of the traveller to ensure that any double bookings are cancelled irrespective of where they are made. Otherwise the traveller risks the airline cancelling the double booking with no prior notice. Jetset Holiday accepts no liability for airline cancellations or failure to provide refunds in connection with this.

2.10 Lost/damaged luggage

Jetset Holiday accepts no liability for lost or damaged luggage. Any problems must be reported immediately to the representative for the airline at the airport. Jetset Holiday cannot be held responsible for luggage fees that's not included in the fare.

2.11 Loyalty cards

You can add your loyalty card at the time of booking. This is to be registered in the same step as name of passenger and contact details are added. We register the details in the booking and accept no responsibility for point or bonus with the applicable airline. Not all flight tickers are eligible to points or bonus. Such information is always to be submitted by the airline upon request.

2.12 Premium Economy, Business, First Class

This service may only be purchased at the time of booking. Depending on the airline, the service may sometimes only be offered on certain sections of the journey. The on-board service available will differ between airlines. For specific information, please refer to each airline's own website. Jetset Holiday cannot be held responsible if an airline changes the type of aircraft or overbooks a cabin class, which may then entail changes to the range of available services or a downgrade. Any complaints must therefore be made directly to the relevant airline.

3 Implementation of flight

3.1 Changing the timetable

Airlines may alter their timetables and cancel flights at short notice. Such alterations are beyond the control of Jetset Holiday. The traveller is personally responsible for checking the times of the departing and return flights directly via the airlines. Jetset Holiday is not responsible for notifying travellers of timetable changes or cancelled flights. Nor are we responsible for any trips cancelled due to environmental disasters, acts of war, strikes or other unforeseen events. Any amendments provide no entitlement to price reductions, substitute trips, damages or other compensation from Jetset Holiday. We do not reimburse any supplementary arrangements for the trip, such as rail tickets, hotel accommodation or car rental. If the change to the timetable results in late arrival at the hotel or car rental company, the traveller must contact the hotel or car rental company personally to let them know. If you are travelling into or out of the EU, or on an EU carrier, you may have the right to demand reimbursement for costs which you can assert directly 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](#).

3.2 Passports, visas and transit visas

The traveller is responsible for ensuring that his/her passport is valid at the time of booking. The traveller is also responsible for ensuring that he/she holds a visa for the final destination and any visas required for stopovers. The traveller is personally responsible for any costs arising due to problems with said formalities. It is important for the traveller to check that his/her passport, visas and transit visas meet the requirements of both the countries in question and the airlines. Jetset Holiday recommends that travellers take passports with them whenever they travel. Special

provisions relating to booking of return tickets are applicable for travel to certain countries. The traveller is responsible for checking this with the embassy of the country in question and any airlines involved. An approved entry permit (ESTA) and machine-readable passport are required for all travel to or via the USA. Your specific passport and visa requirements and other immigration requirements are your responsibility and you should confirm these with the relevant Embassies and/or Consulates. Neither the suppliers with which your contract nor we accept any responsibility if you cannot travel because you have not complied with any passport, visa or immigration requirements. Please note that all names on any booking must be exactly as set out on your passports. It is your responsibility to have valid travel documents.

3.3 Check-in

You are not allowed to transport dangerous goods in your carry-on or on you. This applies to all passengers on the booking. Dangerous goods includes but is not limited to: explosives, inflammable liquids, gases, solids and oxidizing agents, magnetic, radioactive and/or corrosive materials - for instance colors, fireworks, teargas quicksilver, lighter fluid and radiopharmaceuticals. NOTE: As this information is subject to change at any time, we always recommend you visit the website of the issuing airline and double-check for accuracy.

3.4 Vaccinations

The traveller is responsible for ensuring that he/she has had full vaccinations and that other necessary formalities required for travel to the country which the traveller plans to visit have been completed. Any costs in connection with the above will be met by the traveller.

4 Cancellation and rebooking

4.1 Cancellation

Your tickets will be issued immediately upon receipt of payment and cannot subsequently be refunded or amended. Jetset Holiday operates in compliance with the airlines' booking rules, which are normally very restrictive; in other words, refunds and rebooking are not allowed. Refunds on bookings may be made if the traveller has taken out Jetset Holiday Cancellation protection at the time of booking and meets its terms. Find out more in the section entitled Cancellation protection.

4.2 Refunds

The handling period varies from 4 to 16 weeks in the event of any refunds. All refunds are made by the provider and Jetset Holiday is unable to influence these handling periods. A handling charge of 55 GBP per ticket will be charged when refunds are made. Jetset Holiday will not refund the charge for cancellation protection or previously paid fees, charges and any insurance policies (apart from travel insurance). If the flight is cancelled by the airline due to unforeseen events (force majeure) or schedule changes a handling fee of 25 GBP per person will be debited.

4.3 Non-Appearance or Non-Attendance of the Flight

You hereby authorize us to cancel the non-used flight on your behalf in case of non-appearance or non-attendance of the flight and to request possible refunds from the airline on your behalf. We are entitled but not obligated to do so and your right to request refunds directly from the airline remains unaffected.

4.4 Cancellation protection

Cancellation protection must be taken out and paid for at the time of booking the trip. This cover comes into force when the booking is made and ceases to be valid when the trip commences, calculated from the original departure date booked. All travellers in the booking must have taken out cancellation protection for this to be invoked upon cancellation of a booking.

Cancellation

Cancellation must take place at least two hours before departure for the cancellation protection to be valid. The cancellation protection will cease to be valid once the trip has commenced. Airlines and hotel or car rental providers must be contacted directly for cancellations outside our telephone answering hours.

5 Payment

5.1 Pricing

The booking is binding once the payment has been made and it cannot be amended or cancelled. These rules are set by the airlines, not by Jetset Holiday. When Jetset Holiday has received the payment, we will send a booking confirmation to the e-mail address specified by the traveller at the time of booking. This booking confirmation is the traveller's ticket/voucher and must be carried on the entire trip. The customer approves electronic transfer of the invoice. All payments are administered by Kleopatra Travel Ltd.

5.2 Payment fraud

Jetset Holiday reserves the right to refuse card payment if there is reason to suspect that fraud is being committed. Legitimation of the payment may be demanded if a crime is suspected. All types of card fraud will be reported to the police and sent to a debt collection company.

5.3 Debit/credit cards (MasterCard, Eurocard and Visa)

It is not possible to make payments with Diners Club. We are unable to accept foreign cards. Debits may take place in two steps when payments are made by card; one debit from the airline and one by Jetset Holiday/Travelpartner.

5.4 Instant bank payments

Stated prices in the search result require instant bank payments.

6. Seating

This service can only be bought at the time of booking. We cannot guarantee that the requested seat can be confirmed by the airline. We cannot reserve seats on a specific row, extra leg space or by the emergency exit. The airline reserves the right to change the seats without notifying Jetset Holiday or the traveller. Seats can normally not be reserved on flights connecting to intercontinental flights (for example domestic flights or flights within Europe). If the requested seat cannot be provided by the airline the service charge will not be refunded. The seating chart displayed at the time of booking is an example only and does not have to conform to the actual configuration of the air craft.

7 Hotel

7.1 Hotels

Jetset Holiday arranges hotels in cooperation with hotelbeds.com. The traveller him/herself must notify the hotel of any flight timetable change which will result in late arrival at the hotel.

7.2 Hotels

The information given on Jetset Holiday's website is provided by the hotel supplier. Pictures presented on the website do not necessarily have to conform to the actual reserved accommodation. Jetset Holiday accept no liability in regards to any errors in pictures or text as well as changes in information provided by the supplier. We recommend the traveller to always form their own opinion of the hotel's standard. Star ratings are used as an overall assessment of hotel services and facilities. Note that this is an international assessment that may differ from the generally known national standard.

8 Complaints

8.1 Claims

Any problems or remarks during your trip must be passed on directly to the provider (airline, car rental company, hotel). If you receive a payment or compensation directly from the provider, your right to compensation in retrospect will normally cease. Any complaints for which no payment/compensation is paid by the provider during your trip will be submitted directly to Jetset Holiday for investigation. Complaints are handled solely in writing and are submitted via a designated complaint form within one month of the end of your trip. It takes about three months to handle a complaint.

Please send any complaints to:

Jetset Holiday FAO:

Jetset Holiday Complaints

4 Keats Parade,
Church Street,
London, N9 9DP, UK

8.2 Liability of the airline

Informative appendix regarding liability of the airline [can be found here >>](#)

8.3 Resolution of disputes

The EU Commission offers an entry for consumers and businesses concerning the resolution of disputes arising from cross-border E-commerce. The service is available at <https://ec.europa.eu/odr>

9 Other information

9.1 Jurisdiction

Your contract with Jetset Holiday Ltd will be governed by English law and any related disputes will be dealt with in the courts of England and Wales. If you live in Northern Ireland or Scotland, the courts of Northern Ireland or Scotland as appropriate can deal with any disputes. By purchasing a service/product from us or registering your details with us, you consent to us processing these details for specified purposes. Personal data refers to all information relating to a person which has been stored in some form. This includes e.g. your name, e-mail address, postal address, telephone number, invoice and account information and other information which you submit relating to yourself and your family when you create a profile or register with us. The details you submit to Jetset Holiday on the website will be used for administration and to allow us to maintain a high level of service to our customers. These details will be used to allow us to supply the service you ordered, provide you with the products you requested and send out offers on your own and similar products linked with your trip. This information will also be used for statistical purposes and to improve website content, and for updating our databases. Personal data relating to account information when paying for our products/services will be processed only in order to complete your purchase and will only be submitted to a third party if so required in order to implement and administer your payment and take payment for your booking. Jetset Holiday Ltd. will only publish the reviewer's first name and location. All other personal information and booking details will remain private. In submitting a review you grant Jetset Holiday a perpetual, irrevocable and royalty-free license to reproduce the content (or an excerpt thereof) in future communications.

FINANCIAL PROTECTION

Kleopatra Travel Ltd T/A Jetset Travel Ltd is a company committed to customer satisfaction and consumer financial protection. We are therefore pleased to announce that, at no extra cost to you, and in accordance with *The Package Travel, Package Tours Regulations* all passengers booking with Kleopatra Travel Ltd T/A Jetset Travel Ltd are fully insured for the initial deposit, and subsequently the balance of monies paid as detailed in your booking confirmation form. The policy will also include repatriation if required, arising from the cancellation or curtailment of your travel arrangements due to the insolvency of Kleopatra Travel Ltd T/A Jetset Travel Ltd. This insurance has been arranged by The Travel Vault in conjunction with Towergate Travel through Zurich Insurance PLC.

Claims

In the unlikely event of Insolvency, you must Inform Towergate Travel immediately on +44 (0) 1932 334140 or by email at tcs@towergate.co.uk . Please ensure you retain the booking confirmation form as evidence of cover and value.

Policy exclusions: This policy will not cover any monies paid for Travel Insurance

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