

Essential INFORMATION



BOOKING IS EASY

We have made booking our vacations easy with no booking forms to complete. Simply call one of our friendly and helpful Just You advisors who can answer your queries, check availability and make your booking.

1-800-280-1795

We are here to take your call in person. Calls may be recorded to ensure a high level of customer service.

To help us make your booking as quick and easy as possible, when you call to book please have the following information to hand for yourself and all those travelling with you:

- ✓ Vacation reference as shown on the vacation page
- ✓ Preferred departure date
- ✓ Full names of all those travelling as stated on their passport
- ✓ How many rooms and type
- ✓ Vacation insurance requirements
- ✓ Credit or debit card details for deposit payment

You will be given a booking reference. Please quote this whenever you contact us.

Booking one of our vacations is easy, and we will advise you every step of the way. We are only a phone call away if there is anything that you want to discuss about your vacation.

If you have any queries after booking, please phone our Customer Services Department on:

1-800-280-1795

DEPOSIT & PAYMENT

Each booking must be accompanied by a non-refundable deposit payment. In most cases we will charge the following deposit (per person):

European & Worldwide vacations - \$350 or 10% whichever is the greater
Cruises - \$350 or 10% whichever is the greater

On some vacations we may charge a slightly higher deposit, to cover any costs we have to pay immediately to secure your booking with our suppliers. This will be mentioned at the time of booking.

You can use your debit or credit card to confirm your booking instantly. We will send confirmation of your booking in the post within a couple of days - it's that easy.

All major credit cards are accepted and there is no charge for paying by debit card, credit card or bank transfer.

A confirmation invoice will be sent to you within 7 days of booking. The balance must be paid no later than 12 weeks before departure. The payment deadline will be clearly marked on your confirmation invoice.

You can request a brochure 24 hours a day, seven days a week at justyou.com

OUR GUARANTEES TO YOU GUARANTEED DEPARTURES

Certain Tours we offer are "Guaranteed Departures." A departure date for a Tour offered by us will become a "Guaranteed Departure" when at least one booking secured by a valid deposit has been made on that departure. Please note that not all of our departures will be Guaranteed Departures. Our website displays Guaranteed Departure with a . A departure will not be considered a "Guaranteed Departure" unless specifically noted as such on our website. Other dates may be visible to book which are non-guaranteed; these dates may become Guaranteed Departures as the season continues.

We guarantee that all scheduled Tour departures booked and secured with a valid deposit will depart as indicated on the applicable confirmation, subject to reasonable itinerary changes as described in these Terms or good faith, health and safety concerns. This guarantee is not applicable in the case of Force Majeure. Up-to-date Tour and itinerary information is available on our website or by contacting us. Brochures and other printed materials displaying Tour information and departure dates are subject to change and may not be relied upon for purposes of this guarantee. If a Tour is cancelled by us before the date of departure for reasons other than Force Majeure and the cancellation is not caused by your fault or negligence, you will have the choice of accepting from us:

- (a) a substitute Tour of equivalent or superior value; or
- (b) a substitute Tour of lesser value if no Tour of equivalent or superior value is reasonably available and to recover from us the difference in price between the price of the Tour originally purchased and the substitute Tour; or
- (c) a full refund of all monies paid for the cancelled Tour.

We are not responsible for any incidental expenses or consequential losses that you incur as a result of the cancelled booking including visas, vaccinations, non-refundable flights or rail, non-refundable car parking or other fees, loss of earnings, or loss of enjoyment. We reserve the right to issue a full refund in lieu of the choices above, in our sole discretion. Where a significant element of a Tour as described cannot be provided after departure, we will make suitable alternative arrangements where possible.

If it is not possible to provide a suitable alternative or if you reasonably reject any suitable alternatives, we may provide you with a refund for unused products or services as determined in our discretion.

PRICE PROMISE

Limited places are available on each date at the lowest price. However, if you see your tour departure date advertised for less than you paid we will refund the difference. Occasionally we promote selected special offer holidays within 12 weeks of departure which are excluded from the Price Promise guarantee. We guarantee that absolutely no surcharge will be added to the basic price of your tour once your booking has been confirmed irrespective of any subsequent fluctuation in currency exchange rates or increases in other costs associated with the tour. In return for this guarantee and its risk to us we shall not be able to make any refunds in the event of favourable exchange rate variations or other decreases in costs which may result in a reduction in the selling price. This price guarantee does not apply to any optional services including, but not limited to, insurance premiums, excursion charges and amendment fees. For bookings made within the balance due date and prior to confirming your tour we reserve the right to notify you of any increases to your tour price as a result of any additional costs we may be charged.

PRICE MATCH

If you find an identical tour offered by one of our competitors (excluding any online special offers or arrangements made by yourself rather than through a tour operator) at a lower price within 7 days of booking with us our 'price match' will apply. By identical, we mean another tour which:

- Visits the same destination(s).
- Has the same duration (i.e. number of nights).
- Offers the same number of included excursions.
- Features accommodation of the same category and board basis and where applicable the services of a Tour Manager/Local guide.

If this happens we will refund the difference between the cost of the tour that you have booked with us and the price of the identical tour offered by our competitor. Plus we will give you an extra \$100 per person towards a future booking. Refunds will be in the form of a credit towards future travel. Applicable to new bookings only.

LOYALTY BENEFITS

If you qualify for a loyalty discount, the amount will depend on spend and tour type. The new booking must be made within 6 months of your return date and must depart within 12 months of the return date of your original holiday.

PROTECTED DEPOSIT

On Just You holidays featured in this brochure, you may have the option of protecting your deposit payment.

Protected Deposits: If you cancel your booking of a Qualifying Holiday (as defined below) greater than 84 days prior to departure, and that cancellation is not a result of non-payment or any other breach of these Terms, the deposit amount will be held with us as a "Protected Deposit", subject to these Terms. Protected Deposits must be used within 2 years of cancellation date and may be applied towards payment of a deposit on another Qualifying Holiday. The Protected Deposit is not transferable and may only be used by you. Not all Just You holidays are included in the Protected Deposit offer. "Qualifying Holidays" means all Just You holidays with the exception of Global Explorer, Antarctic cruises and Festive holidays and any other holidays as specified by Just You.

For the avoidance of doubt, only the deposit amount will form part of the Protected Deposit. The Protected Deposit has no cash value. Only one Protected Deposit may be applied per person toward a Qualifying Holiday. A Protected Deposit must be applied to a new Qualifying Holiday booking that is of equal or greater value to the cancelled Qualifying Holiday for which the Protected Deposit was originally received. A Protected Deposit may not be applied to the same or similar dates of travel.

THIS ESSENTIAL INFORMATION IS TO HELP YOU PREPARE AND TAKE ANY NECESSARY ACTIONS PRIOR TO YOUR FORTHCOMING ESCORTED TOUR

YOUR TOUR MANAGER

On the majority of our tours / vacations you will be escorted by a knowledgeable Tour Manager. Please be aware of the following:

- Your Tour Manager will meet you at your overseas airport or in your resort.
- Your Tour Manager may not accompany you on your homeward transfer to the airport but they will advise you of the arrangements made.

COACHES/COACH SEAT ALLOCATION

On our tours that include coach travel, we operate a rotational seating policy. All customers are expected to abide by this policy and adhere to the instructions given by the Tour Manager to ensure that all customers are given the opportunity to move seats. We do believe seat rotation will enhance your travelling experience and create a positive group atmosphere.

Regular comfort stops will be taken to ensure a relaxing journey is experienced each day. Some coaches may be equipped with washroom facilities however, it cannot be guaranteed that they will be usable at all times.

RUNNING ORDER OF ITINERARIES

Occasionally we may have to make changes to the running order and inclusions of your tour / vacation itinerary. This could be due to a number of reasons such as public holidays, festivals, weather, traffic conditions or operational reasons and may sometimes be at short notice.

Due to changes in river water levels, river cruise itineraries may occasionally be modified. On the rare occasions that this happens we will act in the best interests of our customers to ensure the enjoyment of your vacation is not impaired.

HOTEL ACCOMMODATION

The prices in our brochure/website are based on sole occupancy of a room with private facilities unless otherwise stated. Our reference to 'Hotel' covers all accommodation and does not necessarily distinguish between local classifications such as 'Motel' or 'Inn'. It may occasionally be necessary to accommodate you in a different but equal category of hotel to that featured in the brochure/ website. If this is known before departure, we will of course advise you. The confirmed hotel(s) will be advised in your final travel information.

Porterage: One bag per person is included on most of our package holidays as stated in the holiday details.

Voltage/Electrical Items: The type of plug sockets you can use in your destination can be checked by visiting: www.worldstandards.eu/electricity/plug-voltage-by-country/

Swimming Pools: If your hotel/s has a swimming pool, you may wish to take your own pool towel, as some hotels do not provide these. Please familiarise yourself with the depth of the pool and use the steps provided to access and exit the pool. Diving is not recommended.

Additional Charges: Payment for any extras such as drinks, laundry, telephone calls and meals other than those included in your tour price are to be made directly to your hotel prior to check out.

Air Conditioning: In some hotels, air conditioning is operated according to individual hotel policy and/or, in some cases, local laws.

EXCURSIONS

We want to give you the opportunity to see as much as possible of the countries you are visiting so there will nearly always be a selection of optional excursions. Where a pre-bookable package is available as indicated in the tour details, this is offered at a discounted price. Alternatively you can book & pay your Tour Manager or Local Guide in resort, where applicable. Any optional excursions will of course operate subject to demand, traffic and weather conditions. Changes to the advertised excursions programmes are rare but the excursion providers reserve the right to change excursions and we reserve the right to amend the advertised prices at any time.

We advise against the purchase of excursions from hotels or street vendors as these may not have been safety checked and may not meet required local standards or have adequate insurance cover in place.

A list of approved excursions will be sent to you, in some cases these may include hotel excursions which have been checked. If you choose to partake in an excursion/activity which is not arranged by us, we advise you check that your travel insurance covers you for that specific activity.

MAXIMUM GROUP SIZE

Where we display this icon, the number given will be the maximum expected group size for the tour. Where this may differ is for the 'Discover More' trips. We have designed and contracted this holiday with the maximum number of customers in mind and expect and aim to operate to this level. Under exceptional operational conditions, including force majeure, the expected group size may require to be exceeded. This Maximum Group Size is therefore not a condition of booking, though we will use best endeavours to ensure these stated group sizes are adhered to.

INTERNAL FLIGHTS

Baggage Handling and Allowance: The baggage allowance for most of our tours is 44lb (20kg) per person, plus hand luggage, although this varies with each airline. Please be aware this may be less than your International allowance. Airlines do change their requirements therefore, we suggest that you check the airlines website for details on any restrictions or dimensions of hand and hold baggage.

You are responsible for the carriage and care of your luggage throughout your vacation except for such times as it may be in the hands of the airline, here in such circumstances the airline specific terms and conditions relating to the carriage of luggage apply or when porterage at a hotel on arrival and departure is included.

Please ensure that your luggage is loaded on to all transport and be careful to take the correct luggage with you when you leave any mode of transport.

Flight Schedule Changes: When you book one of our tours that includes internal flights, your vacation confirmation will contain provisional flight details. We aim to make this as accurate as possible from the start, however, the timings or the flight numbers can change before departure. We will monitor all changes and inform you as soon as possible if there is a change which affects your departure by a considerable time or moves the tour to a different day or significantly affects the tour itinerary. Final timings will be sent about ten days before you travel. If we notify you of a significant change to your holiday and you do not accept the change you must tell us within 14 days of us advising you of the significant change to your holiday. Details of what constitutes a major or minor change is contained within Booking Conditions.

Airlines and Aircraft: All prices in our brochures/ on the website are based on air travel in economy class. Passenger travel on scheduled airlines is provided under the conditions of the airline, for a copy of these terms and conditions please go to the appropriate airline's website.

Change of Airline: Due to the ever changing nature of the airline business, airlines selected and used for our tours can change after your booking is made, as can flight schedules and timings. This can be for a number of reasons such as the airline withdrawing the flight or operating with smaller aircraft than first planned. Where this is the case we will endeavour to find an alternative with the same carrier or similar flights with another carrier.

HOLIDAYS BY RAIL

Where your vacation includes rail travel, Standard Class fares are included unless otherwise stated. **Please note: we are unable to provide porterage at stations and you will be required to handle your own luggage.**

You can choose to upgrade your seats on Eurostar to Standard Class Premier. This upgrade also includes first-class tickets for the remainder of your journey aboard local trains, where applicable.

SMOKING

E-cigarettes: Since their introduction, a number of countries have banned or limited the use of e-cigarettes. We recommend you visit this website, which is an information forum for further information: www.ecigarette-politics.com/electronic-cigarettes-global-legal-status.

WELFARE, HEALTH & SAFETY

Walking on Tour: We are happy to give you more

detailed information to enable you to choose the right tour for your individual needs. Our tours can have a comprehensive sightseeing element, visiting places with cobbled streets, inclines and including medium to long walking distances.

This can make navigating these streets or keeping up with the group difficult for anyone with reduced mobility, especially in warm climates. It is important to be aware of the amount of walking involved and the degree of fitness and mobility required to take part in these sightseeing visits or excursions.

Tours described as 'Active' are not suitable for anyone with any limited or mobility issues. If you would like further information to allow you to make a more informed choice please speak to one of our Tour Advisors.

Altitude: on certain tours you will travel to places at high altitude. If you suffer from heart or respiratory conditions or have any other concerns please consult your doctor.

Prescribed Medication: Carry all prescribed medication in your hand luggage.

Safety: Although we take every precaution to look after you on tour the responsibility for your personal safety and welfare and the care of your possessions is obviously the same as that which you would exercise whilst at home. It is advisable to avoid carrying your passports/extra cash/ credit cards etc. during day to day activities unless required. Whenever possible leave valuables in your hotel safe. Extra care should be taken when walking around cities, especially at night and we recommend that you stay in well lit, populated areas. It is also wise to avoid carrying valuables or wearing expensive jewellery.

PUBLIC HOLIDAYS

Experiencing a public holiday in your chosen destination can really enhance your holiday experience, especially if there are local festivals or celebrations. Virtually all countries have public holidays, religious or otherwise. The festivities may temporarily disrupt your package holiday and some religious holidays such as Ramadan, which is observed in many Muslim countries, may result in a reduction of facilities, services and entertainment. We suggest that you take this into consideration when selecting your departure date. To discover the national holidays in your destination, please visit: www.timeanddate.com/holidays/

CURRENCY

To get the latest exchange rates and currency information, please visit www.xe.com Cash and cheques can be exchanged at most hotels. Banks and exchange offices will also be able

to exchange money for you. Major credit cards are usually accepted in hotels, larger shops and restaurants. We would recommend that you inform your bank/card company of your forthcoming holiday. It is advisable to take more than one means of payment (cash, credit card etc.) and to have some form of payment for emergencies or unexpected delays.

SHOPPING

Our tours will sometimes incorporate local shops, markets and factory shops which sell a range of goods. Please make sure you have a clear understanding of any price you agree with vendors as well as the conversion rate being used, prior to purchasing items. If you are arranging the delivery of an item to your home address, please be mindful of shipping costs and customs taxes.

CLIMATE & CLOTHING

Temperatures can vary greatly depending on altitude, time of year and the region you are visiting. If specific clothing or footwear is required this will be detailed in your final itinerary. We recommend checking the weather forecast prior to travel.

We advise against taking travel electrical equipment such as kettles or irons as many hotels do not allow their usage and they can be a fire hazard.

TIME ZONES

You can find the time zone for the country you are visiting here: www.timeanddate.com/time/map/

WEATHER

World weather is becoming more erratic and unpredictable and we cannot be held responsible for disruption to your tour or any other vacation arrangement due to bad or unusual weather conditions.

BROCHURE/WEBSITE DETAILS

We have taken great care to ensure that the details in the brochure/website are correct at the time of their publication. Please bear in mind however that the availability of certain services may vary particularly outside high season periods. This may be for a variety of reasons, for example, lifts need servicing, swimming pools must be cleaned and outdoor amenities such as chair lifts and cable cars can be affected by weather or lack of demand.

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Private Group Tours

Get together with your friends and travel as a group. Our specialist award-winning groups team is on hand to do all of the planning for you.

- TRAVEL TO ALL CORNERS OF THE GLOBE
- A ROOM OF YOUR OWN
- PROMOTIONAL MATERIAL TO SEND TO YOUR GROUP

To find out more call 1-800-280-1795 or email groupsales@justyou.com