

BOOKING CONDITIONS & INFORMATION FOR SIMPLY GROUPS LTD

Your holiday is important, we want you to enjoy it and travel with Simply Groups again in the future. We would like you to fully understand the commitment undertaken between us when you make, and we accept, a booking and would ask you therefore to spend a few minutes reading our booking conditions. Copies of these booking conditions are available on our website or by request from our office. Should further copies be required to distribute amongst a group, then it is the group organiser's responsibility to request these from us.

1 THE COMPANY & FINANCIAL SECURITY

All bookings are made with Simply Groups Ltd. All monies received are paid directly into a 'client trust account'. This account is managed by a firm of solicitors and a separate qualified trustee. All clients monies are held in trust until after the return of your tour and only then, upon the signature of the trustee can monies be released to Simply Groups. Simply Groups may be required to pay deposits or balances to hotels or service agents on your behalf before departure and we might request a proportion of your payment is released to the service agent. In this unlikely event we will send you a form, which once returned will enable the trustee to make a payment on your behalf to the supplier.

2 BOOKING CONDITIONS & INFORMATION

Our booking conditions set out the responsibilities we have to you, and you in turn to us. The contract is made when an individual or group organiser makes a verbal or written reservation or makes a payment, and we accept it by written confirmation to the group organiser, on the terms set out in our quotation or as advertised. Simply Groups have an obligation to provide you with the holiday you have booked with the specifications of the holiday as confirmed by Simply Groups.

3 HOLIDAY CONFIRMATION & BALANCE PAYMENT

These booking conditions form the basis of your contract with us. Your contract comes into existence when we despatch our confirmation invoice and will be governed by English law and subject to the exclusive jurisdiction of the Courts of England and Wales. We expect to confirm your booking within two weeks of receiving your booking form and deposit. Simply Groups will accept your booking by the person who signs the booking form, who shall be deemed to act on behalf of all persons shown on the booking form or those passengers advised to Simply Groups at that time. You must check your confirmation invoice, tickets and all other documents as soon as you receive them. Please contact us immediately if any information on any document appears to be incorrect as it may not be possible to make changes later. We regret we cannot accept any liability if we are not notified of any inaccuracy on any document within 5 days of our sending it out. If the booking form is unsigned (e.g. a telephone booking), it is deemed that the conditions of booking are accepted by all members of the party.

The group organiser's confirmation invoice will show details of the holiday you have booked and the balance owing. This must be paid by the due date on your invoice, usually 6-12 weeks before departure. No further reminder will be sent to you; otherwise, if the balance remains unpaid, we reserve the right to treat the holiday as cancelled by you. Please refer to the cancellation paragraph in Section 5 for full details. If a booking is made within the 6-12 week period prior to departure, full payment must be made before we can confirm your booking.

4 FIRST PAYMENT AT BOOKING

When you book your holiday you will be asked to sign a booking form and send a non returnable payment as advised in our original quotation or as advertised, plus insurance payment if applicable, to give you peace of mind from the moment you book your holiday until you return. If you are booking within 6-12 weeks of the date of departure you must pay your balance in full.

Price reductions are sometimes applicable where group numbers exceed a quantity stated on our quotation. In such instances, the package price relates to numbers of paying passengers exclusive of any free places. Where numbers fall below specified minimum numbers, then an increased package price will apply,

5 HOLIDAY ALTERATIONS OR CANCELLATION BY YOU

We ask you to check your confirmation/invoice carefully as soon as you receive it. If you are unsure of any aspect, please contact Simply Groups immediately. If you wish to make any changes to, alter or cancel your holiday you must advise us as soon as possible in writing.

Insurance premiums and deposits are non-refundable. Please note that if a booking alteration involves a change of name, insurance policies are not transferable. However, your insurance policy covers cancellation for various reasons, and you may be able to claim with the Insurers for any cancellation charges incurred. If for any reason cancellation charges are different to the following, this will be detailed in your quote at the time of booking. Where holidays include flight or extended cruise elements, then the extended cancellation periods apply.

The cancellation charges you incur are per person and depend on when we receive your written notification and are as per below. At the time of cancellation, if the money outlaid by Simply Groups exceeds amounts received from clients, we reserve the right to invoice for the difference. Percentages refer to total holiday price excluding insurance and amendment fees which are subject to full cancellation charges.

a) Coach, River Cruises (<= 5 days duration) & Eurostar Holidays

Prior to 42 days before departure - loss of deposit only

42-22 days - 50%

21-7 days - 75%

0-6 days - 100%

We will endeavour to meet requests if we can and where we are able to do so, the following charges will apply:-

- If you wish to change any part of your booking, including substituting a party member where the original party member is prevented from travelling, a charge of £10 per person will be levied and added to your account to cover administration charges. Changes may not be permitted within 14 days of departure.

- If you wish to change dates there will be a charge of £5 per person provided that written notification is received more than 42 days before the original date of travel. If the new date of travel is a different price then the relevant price will be effective plus the £5 per person amendment fee. Within six weeks, charges will be made as per holiday cancellation terms.

b) Air Holidays (no extended cruise)

Prior to 56 days before departure - loss of deposit only

56-36 days - 50%

35-15 days - 75%

0-14 days - 100%

For all air packages, Simply Groups work with a number of ATOL holders with whom you would have a separate contract for your flights in accordance with CAA regulations. Where any changes made to a booking (including change of surname, initial or title) involve travel by flight, we reserve the right to make an additional charge to cover in full any cost implemented by the ATOL holders or airlines.

We will endeavour to meet requests if we can and where we are able to do so, the following charges will apply:

- Name changes and alterations will depend on availability with the airlines and charges will include any charges made by the airline plus an administration fee due to Simply Groups. Changes may not be permitted within 14 days of departure.

- Date changes are not permissible and constitute a full cancellation.

c) Extended Cruise Holidays (> 5 days duration) & Sea Cruises

Prior to 100 days before departure - loss of deposit only

0-99 days - 100%

We will endeavour to meet requests if we can and where we are able to do so, the above charges will apply:

- Name changes and alterations will depend on availability with the boat/airline and charges will include any charges made by them plus an administration fee due to Simply Groups.

- Date changes are not permissible and constitute a full cancellation.

6 ALTERATIONS AND CANCELLATIONS BY US

We plan our holidays 3-15 months in advance to ensure maximum enjoyment and because of this you must appreciate that, whilst we endeavour to avoid making changes, it is possible that due to circumstances beyond our control, some changes may have to be made and therefore we reserve the right to do so. Such changes are regrettable, and where a major change takes place we will inform you or your group organiser as soon as possible.

Most changes are minor, however, sometimes 'major changes' are necessary. Such changes are regrettable, and where a major change takes place we will inform you or your group organiser as soon as possible. Where we refer to 'major changes' we mean changes made before departure such as the following; a change to outward departure time by more than 12 hours, a change of destination (i.e. Country), except for accommodation provided within reasonable travelling time to enable us to fulfil the advised holiday itinerary, a significant change in itinerary or a change of accommodation to that of a lower category for the whole or majority of the holiday. All other changes will be treated as minor changes. If we have to make a major change, you will be advised as soon as possible and will be offered compensation on the following scale: Notification period prior to departure date and compensation offered per person: More than 42 days – nil, 42-15 days - £5, 14-18 days - £10, 7 days or under - £15.

Force Majeure: compensation payments do not apply to changes caused by reason of war (or threat of war), riots, civil strife, terrorist activity, industrial disputes, government legislation, natural and nuclear disaster and similar events beyond our control. No other claims for compensation will be considered. Should you decide not to accept major changes, you will have the right to cancel your booking and we will refund all monies paid. In certain circumstances we may have to cancel your holiday. If this should occur, we will refund all your monies or offer you a suitable alternative holiday. Special conditions may apply to 'Promotional' tours which are usually booked within the normal cancellation period.

7 YOUR HOLIDAY

We accept responsibility not only for the acts and omissions of our employees and agents, but also for those suppliers with whom we contract to provide a holiday of a reasonable standard. This paragraph does not apply to claims involving death, bodily injury, illness or personal property (see clause 8). Our liability in all cases shall be limited to a maximum of twice the value of the holiday invoice.

8 PERSONAL INJURY

We also accept responsibility for the negligent acts and/or omissions, not only of our employees or agents, but also of our suppliers and sub-contractors or agents (provided of course that any such negligent act or omission is within the scope of, or in the course of their employment) in respect of claims arising as a result of death, bodily injury or illness caused to the person who signed the booking form and/or any other person on the booking form. Our liability is limited to that provided by the relevant international convention.

If you, or any of those named on the booking form, have the misadventure to suffer illness, personal injury or death during your holiday, arising out of an activity which does not form part of our foreign or UK inclusive holiday arrangements with you, or any excursion offered through us, we will offer, where appropriate and within our reasonable discretion our general assistance.

9 UNREASONABLE CONDUCT

Simply Groups reserve the unconditional right to refuse a booking or terminate a client's holiday in the event of unreasonable conduct, which in our opinion is likely to cause damage, destruction, distress, danger or annoyance to other clients, employees, property or any third party. If you are prevented from travelling or continuing your holiday by such a termination, Simply Groups' responsibility for your holiday thereon ceases. Full cancellation charges will apply and Simply Groups will be under no obligation to refund or offer compensation for any loss (financial or otherwise), that may occur.

10 YOUR HOLIDAY PRICE

The price of your holiday is subject to surcharges on the following items: Unfavourable changes in currency rates, Government action, Fuel surcharges, Airport Taxes, Credit Card payments – we reserve the right to apply a surcharge of 2% on credit card and £1 fixed fee per transaction on debit card payments. The company guarantees that the price of your holiday will not be subject to any surcharge except for those stated above. Even then, we will absorb an amount equal to 2% of the holiday price, which excludes insurance premiums and any amendment charge. Only amounts in excess of this 2% will be surcharged and where a surcharge is payable there will be no administration charge. If this means paying more than 10% of the holiday price, you will be entitled to cancel your holiday with a full refund with all money paid except for any insurance premiums and amendment charges. All prices are based on exchange rates published on FT.com October 31st 2010. Euro 1.15, USA Dollar 1.599. Holiday costs in all other countries are contracted in one of these currencies.

11 HOLIDAY INSURANCE

As part of your contract with us, we strongly recommend that you have comprehensive travel insurance. This insurance must be valid from the date of booking and for the duration of your holiday with us. For residents of the United Kingdom, Simply Groups have arranged a travel insurance scheme. A synopsis of cover will be sent with your policy details should you choose to take Simply Groups insurance. Where clients choose not to take the insurance we offer, then evidence of adequate alternative insurance is required.

12 LOSS OF PERSONAL PROPERTY

The company will exercise all due diligence in making holiday arrangements for their clients but subject thereto, clients personal property remains the responsibility of this client. We advise that in the case of loss or theft of personal items, that the passenger reports the details to the local police, and subsequently obtains their written report, which may assist in the pursuance of any insurance claim.

13 INSURANCE CLAIMS

The description of our insurance cover must be regarded as an outline; a policy will be issued and sent with our confirmation/invoice, setting out the conditions and exclusions. Extended river and sea cruise customers are responsible for obtaining their own independent insurance. Maximum Excess £50

Cancellation	Up to final invoice cost/ £1,500
Personal Liability	Max £2,000,000
Medical expenses (incl repatriation)	Up to £2,000,000
Missed Departure	Up to £100/£300
Delayed Departure/(cancellation)	Up to £60 (£1,500)
Delayed baggage	Up to £100
Luggage (money or single item)	£1500 (£200)
Personal Accident (age depend.)	£15,000/£7,500

It is important if you have any pre-existing medical conditions and are travelling outside the UK that you declare these to the Insurers at the time of booking your holiday (surcharges may apply).

14 FACILITIES, DETAILS AND SPECIAL REQUESTS

If you have any special requirements (eg dietary/room requirements), please inform us by detailing your requirements on your booking form at the time of booking. We cannot accept liability for any problems or inconvenience if a DETAILED request has not been made by you at the time of booking. We will do our best to meet any special requests but we regret that they cannot be guaranteed.

Accommodation The hotels we have contracted for your holiday are usually two/three star, tourist class, or city style hotels unless stated otherwise in your group quotation. Not all countries have the same star/crown rating as the UK. Every effort will be made to provide precisely the kind of room you have booked, and we will endeavour to convey special requests to Hoteliers. However, we accept no liability for any failure to provide a special request which is not specified in the group quote and for which no supplement is paid. Our liability for the provision of additional facilities for which a supplement is paid shall be limited to the brochure price of that supplement.

A booking for rooms with private facilities will be deemed to be effected by the provision of either bath or shower and w.c. Requests for one or the other will be treated as requests only. When booking a room for 2 persons, requests for either a double or twin beds should be made clearly, otherwise it will be assumed that either type is suitable. Three or four bedded rooms are normally twin rooms plus an extra bed/folding beds, which may not be suitable for an adult and space will inevitably be restricted. Single rooms are always scarce in hotels so book early. You may find these rooms are not quite as large as twin or double rooms or in the same location or general standard. You may pay a supplement for privacy rather than for facilities.

The reference "Hotel" in brochures covers all accommodation and does not necessarily distinguish between local classifications such as "ApartHotel", "Hostal", "Pension", "Gasthof", "Taverna", etc. Some of the accommodation we use have annexes which are nearby for sleeping, with main meals being taken in the main hotel. It is possible that you will be sharing the hotel with a group from another country and consequently facilities can vary according to mix and age of various nationalities. Please note, it is not common practice for tea & coffee making facilities to be provided in European hotel bedrooms, and we cannot guarantee this as an available service. The accommodation provided is only for the use of passengers shown on the holiday invoice as confirmed by us: subletting or sharing is prohibited. Your accommodation details will be confirmed on your tickets despatched approximately 14 days prior to departure.

Meals Vegetarian/Coeliac diets are not as popular on the continent as in the UK and meals provided may not be the same standard as non-vegetarian/coeliac dishes, and may be a more limited variety and choice.

Excursions and Itineraries Some excursions may be included in your holiday price, these will have been determined in our quotation, other tours will be optional and will be payable on tour. Admission fees to buildings, grounds, museums etc and guided tours are not included in the holiday price unless stated at the time of booking.

The information regarding our excursions is written up to 15 months prior to departure. A change to an excursion, or the running order, may be necessary for reasons beyond our control and prior notification will be given where possible.

Due to seasonal variations, weather and local criteria outside of our control, certain entertainments, visits or theme park rides may not be operational/available or we may find it necessary to alter your day to day itinerary. Simply Groups cannot accept liability for such closures.

Whilst cruising, for reasons of navigational safety or other reasons, the captain and crew alone may decide to modify the cruise or intermediary ports of call may be used. We cannot accept claims where advertised excursions do not operate fully due to insufficient numbers or exceptional circumstances.

Refunds cannot be made for passengers not wishing to go on included or optional excursions following receipt of payment.

15 DEPARTURE POINTS & TIMES

You are responsible for ensuring that you are at the correct departure point at the correct time, and we cannot be liable for any loss or expense suffered by passengers because of their late arrival at any departure point. Exact departure points and times cannot be confirmed until your chosen tour has been 'routed & timetabled'. We can give guidance regarding approximate pick-up details when you book, but please bear in mind these can change. The confirmed time of your pick-up will be shown on your ticket, which you will receive prior to departure. Please note that these confirmed pick-up details may, for reasons beyond our control, be delayed due to examples such as adverse conditions or traffic congestion.

For flight/Eurostar packages, failure to check in at the terminal at a pre-determined time may result in non-boarding of the plane/train. In such instances, Simply Groups' responsibility for your holiday thereon ceases. Full cancellation charges will apply and Simply Groups will be under no obligation for any refund, compensation or loss that may occur (see insurance policy for any compensation due).

16 WHILST TRAVELLING

On holiday you may not:

- a) bring a pet or any other animal (other than guide dogs in the UK and Eire only and by prior arrangement).
- b) play a radio or cassette player on the coach/plane/boat without headphones.

Coaches The majority of coaches we use are of an Executive standard and there is a NO SMOKING policy on board all vehicles. We ask our drivers to enforce the no smoking policy and any client who repeatedly chooses to ignore this may have their holiday terminated. The drinking of alcohol onboard the coach is also strictly prohibited. Stops will be made for meals, W.C. etc., however, please remember that the on board toilet is for emergency use only. We cannot accept claims when an inferior vehicle is used as a relief or replacement in an emergency.

Deep Vein Thrombosis To avoid this risk, Simply Groups advise passengers to take regular exercise throughout their journey/flight and to take advantage of the comfort stops to this end

Ferries & Eurotunnel We use a variety of sea crossings & Eurotunnel for our tours. In the unlikely event that we miss the allocated crossing or there are any unforeseen circumstances beyond our control which affect your allocated crossing, we reserve the right to use an alternative crossing, either by ferry or via Eurotunnel, at our discretion.

17 PASSENGERS WITH A DISABILITY

Please note our holidays may not be suitable for people with certain disabilities or medical conditions. Any special requests must be notified at the time of booking but we regret that they cannot be guaranteed. Some hotels and excursion venues have steps and not all have lifts.

18 TOUR INFORMATION

Our reservation and administration staff endeavour to provide precise and accurate information to telephone enquiries, however we cannot accept liability for any information given orally to clients, unless it is confirmed by us in writing.

19 TRAVEL DOCUMENTS, PASSPORTS, VISAS, ADVICE

Travel documents will be despatched approximately 14 days prior to departure. If you have not received your travel documents 7 days prior to departure please contact our administration department. Should you require your ticket packs by a specific date, we must be notified of this at least 2 months in advance of departure.

It is your responsibility to be in possession of a valid passport (adults & children). No refund will be made where the client does not have the necessary documentation to enable him/her to continue the journey. Non British/EU passport holders must check with the relevant embassy to see if visas are required, both for their destination and the countries that they travel through. Those clients not in possession of any necessary documents will be solely responsible for their return travel arrangements and any subsequent costs incurred.

The Foreign Office Travel Advice Unit may have issued information about your holiday destination. You are advised to check this information on the internet under the address www.fco.gov.uk/en/travelling-and-living-abroad.

20 CUSTOMER CARE

If you have a problem during your holiday, please immediately inform the coach driver or Simply Groups representative, as well as the relevant supplier (eg. Hotel / boat), who will endeavour to put things right.

If your complaint cannot be completely resolved locally, you must immediately contact the Duty Manager at Simply Groups, details of which will be on your ticket documentation. It is therefore a condition of this contract that you communicate any problem to the supplier of the services in question and the coach driver, Simply Groups representative or UK based Duty Manager, whilst in resort.

Please follow this up within 14 days of your return by writing to: Customer Services, Simply Groups, Dalton House, 1 Hawksworth Street, Ilkley, West Yorkshire LS29 9DU stating clearly your booking number, departure date, resort and name of hotel/boat. Failure to make any complaint known to our drivers, hoteliers or Simply Groups' Duty Manager might compromise any further action you may wish to take as we will then have been deprived of the opportunity to investigate and rectify the problem.

It is unlikely that you have a complaint that cannot be settled amicably between us.

These booking conditions are effective from 1st November 2010.

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