

- You have no rights against the tour operator regarding problems with parts of your holiday you arranged direct with someone else, eg car hire or excursions.
- If you used your credit card, even just for the deposit, see the pink leaflet BOUGHT ON CREDIT.
- If the tour operator is a member of a trade association e.g. ABTA, they may also be able to help.

CHECK OUT YOUR RIGHTS Package Holidays

If you go on a Package Holiday, it must be:

- 👉 AS DESCRIBED
- 👉 OF A REASONABLE STANDARD

This means, for example:

- The resort, accommodation, facilities and cost must be correctly described to you.
- The accommodation must be reasonably clean and comfortable.
- The standard of food and service should be adequate.
- The travel arrangements should work reasonably well.

It also means the holiday **MUST NOT** be:

- In a different resort or hotel from the one you booked (unless you agreed to change).
- Distressing or disappointing because of a failure in the tour operator's arrangements.

But remember, you must bear in mind the price you paid for your holiday. You can't expect four star standards in a one star hotel.

When the holiday doesn't meet any of these rules:

- ✦ You are entitled to compensation. This may be up to or more than the full price you paid depending on the number and type of problems you had.
- ✦ If your accommodation is changed due to overbooking, you are entitled to other accommodation of the same standard. You may also be entitled to compensation.

Problems before you travel

- ✦ If you are told about a major change before you go, you can cancel the holiday and claim a refund. You may also be entitled to compensation. This will depend on how much notice you were given and how easy it was to book another holiday of the same standard.
- ✦ If you are told about a minor change before you go, you are probably only entitled to compensation.
- ✦ If your travel arrangements are greatly changed before you go, you are entitled to cancel and claim a refund plus compensation.

Remember, if you are entitled to a refund or compensation it is the tour operator who is responsible for your problem, even if you have booked through a travel agent.

Booking Conditions

The booking conditions in your holiday brochure are the basis of your contract with the tour operator. They set out responsibilities on both sides. You are bound by these conditions unless they are unreasonable.

Holiday Insurance

Your insurance may cover such problems as delay, cancellation or loss of luggage.

Holiday Protection

Tour operators must have bonding arrangements or insurance in case they go out of business. If this happens before you travel, your deposit or holiday payments should be safe. If you're away, you should be able to continue your holiday and travel home as normal.

IMPORTANT

- Standards in other countries may be different. But you are still entitled to reasonable standards wherever you go.
- You cannot claim against the tour operator for delays caused by bad weather, strikes or unavoidable breakdowns.
- If you change your mind and cancel your holiday you have no rights. Your booking conditions will tell you how much you will lose.