

# **BOOKING TERMS AND CONDITIONS**

## **Your reservation is handled by CUBA TECH & TRAVEL, a division of TECH & TRAVEL COMPANY**

### **Useful information...**

In this website you will also find our Booking Conditions, containing lots of rules and regulations that are very necessary. Here we have detailed some general information and helpful hints, which we think will **help you when planning your holiday. So start reading!**

### **All you need to know before booking...**

Website validity and prices : This Website was published in June and the details and prices contained within it are valid from June 2011 until publication of any revised edition or until we or your travel agent advise you further. This Website offers holidays with departure dates between 01 January 2010 and 31 December 2012. Your holiday must be completed by 14 January 2011. Holidays that extend beyond that date will require a special quotation.

### **Website prices**

The number of rooms and flight seats available may be capacity controlled. The prices shown in this Website are therefore subject to availability.

### **Cuba Tech Travel Holidays' unpackaged costing policy**

We pride ourselves on our flexibility. Therefore, you can mix 'n' match hotels contained in this Website to make up your own combinations. Travel agents can use the multi-centre search on View data or call our Telesales team for an individual costing. Our policy is to base the price on the first hotel in the itinerary, unless the first hotel is less than a 3-night duration.

### **Pricing conditions**

Prices are per person based on a minimum of 2 adults (unless otherwise stated) sharing a room. Prices include resort airport transfers unless otherwise stated.

Child Prices - applicable for 2-11 years (unless otherwise highlighted) when sharing a room with a minimum of 2 adults. Child prices are for length of stay unless otherwise stated. Please note, 1 first child price is only applicable to 1 first child in each booking (additional charges where applicable are listed within hotel price text). Child extra night prices are per child per night.

Infants (0-1 years) - free. Please note that they share a flight and transfer seat with parent/guardian. You may request a Sky Cot at the time of booking (for those under 12 months) - limited availability. Should your infant celebrate their 2nd birthday whilst on holiday, a combined infant and child price will

apply. Infants are not provided with any meals on the aircraft or in hotels. A small charge may apply locally for a cost.

3rd/4th Adult Sharing - these discounts (where quoted) are either per adult per night or shown as fixed discounts for the duration of your stay. Valid for 3rd and 4th adult only when sharing a room with 2 adults.

Extra Night Prices - allow you the flexibility to create your own holiday. Prices are quoted per person per night and DO NOT include transfers. The extra night prices are not valid for accommodation-only bookings.

Single Supplements - prices are quoted per person per night. In the case of tailor-made holidays, the extra night prices are based on 2 adults sharing a room and should therefore be doubled if the room is occupied by only 1 person.

Meal/Gaia Supplements - where quoted, are per person per night.

Peak Season Supplements - where stated, are per room per night.

### **Early booking/bonus offers**

Please note, these offers are subject to availability and may be withdrawn at any time. Where dates are mentioned, offer applies to stays taken in and completed between the dates stated. Please note that proof of marriage is required in order to benefit from the honeymoon offers available at selected hotels.

### **Independent itinerary charge**

We provide Package Holidays. We do NOT currently sell just flights. Because we have commitments to our hotels, car hire companies and other suppliers, we have decided to make a flat charge of 30.00 USD per person for any period of 7 nights or more spent on holiday not using any of our services (excluding infants). FOR EXAMPLE, you spend a week at one of our hotels, but then spend a week doing your own things we will charge you 30.00 for that week.

### **Price match guarantee**

At Virgin Holidays we're dedicated to providing the best value-for-money holidays. We constantly monitor our prices and those of other tour operators to ensure that our prices are the best available.

If, within 14 days of booking your holiday with us, you can supply a copy of a website page, or a written quote from any other ABTA Tour Operator holding an ATOL license, offering an identical holiday which is available for the same dates at a lower price than you have paid us, we will either match the lower price, or offer you a full refund of all monies paid and cancel your reservation, subject to the following conditions:

The holidays must be for the same number of people, to the same destination, accommodation, room type and board basis. It must be for the same departure date and duration, and feature the same flights

and airline as those offered by us. If car hire is included in the package, the car size and any applicable insurance must be the same.

This guarantee applies to Website packages only. It excludes special offers, FREE child places, flydrives, late availability offers (within 12 weeks of departure), specific Travel Agent offers, group booking discounts, FREE add-ons, insurance premiums and credit card surcharges.

If you are able to find exactly the same holidays at a lower price than booked from this website, please supply proof of the other holidays and its availability within 14 days of confirming your holidays with us.

### **A-Z of useful information..**

**Additional room charges** Please be aware that some hotels may charge a small additional fee per room per day for some services, where available, eg daily phone charge or safety deposit box.

### **All-inclusive packages**

Meals, if included, are based on table d'hotel menus. All-inclusive does not necessarily mean that unlimited food and beverages are available 24 hours a day. Hotels often place restrictions on restaurants and meal arrangements. Your all-inclusive package may not include bottled mineral water. Facilities such as tuition, FREE scuba-dives, health and beauty treatments etc are, when stated, offered FREE, but the number of sessions per guest will be limited.

### **Building work**

Sometimes redecoration work or building work can commence at or near a hotel. These circumstances are beyond our control and we do not always receive advance notification. We will notify you as soon as possible, if we consider that building work will have a significant effect on the enjoyment of your holidays. See our Booking Conditions for more details.

### **Check-in/check-out information**

The standard international practice is to let rooms from 12 noon to 12 noon. However, times do vary. Check-in times are usually between 2.00pm and 3.00pm, check-out times between 11 .00 am and 12 noon on the day of departure.

### **Credit cards**

It is standard practice worldwide for a hotel to ask for a credit card imprint to cover incidentals like room service, telephone calls or other hotel services being charged to your room. Most hotels will obtain authorization on the required amount, which can range from \$50-\$350 per room per night, subject to the range of chargeable activities offered. If you do not have a card and wish to use the charging facility, a cash deposit will be required.

### **Cuba**

In Cuban all-inclusive hotels, 'premium brands' can mean local premium brands rather than international ones, as Cuba has an embargo on US goods. Food brands will also tend to be local ones. It is also fair to say that the choice on your hotel buffet table may be more limited than what you see on other islands. Tipping: Cubans will appreciate the gift of hard-to-obtain items such as biros, Western magazines and leftover toiletries.

### **Excursions**

Please note that height, weight and health restrictions may apply for some excursions.

### **Hotel/resort facilities/amenities and descriptions**

Whilst the descriptions and information contained within this Website about the hotels and resorts were accurate at the time of going to print, there can be changes subsequent to the printing of the website. Facilities may become unavailable, for example the swimming pool may undergo maintenance work or restaurants may change from buffet to á la carte meals. Where possible, we will try our best to notify you of any changes that may affect your holiday. The information provided in our Website relating to resort descriptions, local events or markets, resort attractions, restaurants etc, is offered in good faith and we therefore ask should this be important to you, that you check the details independently.

### **Inoculations**

As health requirements change, we recommend that you consult your doctor well in advance of travel, for the latest advice.

### **Insurance (this really is important)**

You MUST, repeat MUST have proper travel insurance. Not all activities/excursions featured in our Website are covered by our standard insurance policy. Please check your policy carefully to ensure that you are fully covered for all the activities/ excursions in which you intend to participate. If your activity/excursion is not covered by your standard policy, it may be possible for you to pay an additional premium to extend your cover to include the activity/ activities. Please phone for further details.

### **Passport and visas**

You MUST have a FULL and VALID passport to visit the Caribbean. Some destinations require you to have 6 months validity on your passport from the return date of travel. Visas are required by British citizens and a charge will be applicable. You should check with the Embassy for current requirements as these are subject to change.

All children, including newborn babies, must now have their own individual passport and visa.

Please Note: Some destinations require a letter of authority if children are not accompanied by both legal guardians. Please check with us for further information if this applies to you.

If you haven't yet got a valid passport, we recommend that you should apply for one at least 8 weeks before your holiday departure date. The Passport Service has to confirm your identity before issuing your first passport, and everybody aged 16 or over applying for their first passport will need to have an interview as part of the application process. Please note that this new process will increase the time it takes for your application to be processed. In all cases, the Passport Office advises you not to book any travel arrangements until you have received your new passport.

The name on each person's ticket **MUST** match the name as stated in their passport. When making your booking, please ensure the information given to us is correct. Failure to do so may result in significant charges being incurred, as some airlines treat an amendment as a name change and will charge accordingly.

Know what? If you turn up for your flight with an invalid passport or no visa when you need one, we will be very sympathetic but... **YOU CANNOT BOARD THE FLIGHT.**

Power and water supply Hotels situated on Caribbean islands are sometimes subject to power or water cuts, although they do endeavor to keep inconvenience to a minimum.

### **Safety**

We take the safety and security of our clients extremely seriously. Sadly, crimes against both people and their property are a fact of life all over the world. When in a foreign country, it is very important to be extra vigilant and avoid drawing attention to yourself. Your Travel Agent can also assist or you can contact us direct for advice.

Travellers have the same responsibility for their own safety and that of their possessions as they do at home. Cuba Tech Travel operates to many parts of the world, some of which do not conform to health and safety standards. We request that all hotels/operators comply with the local regulations, but we cannot guarantee that these meet standards and therefore urge you to undertake reasonable precaution whilst on holiday.

Unaccompanied age restrictions For those wishing to travel unaccompanied by a parent or guardian, the minimum age is 18 years. However, some hotels and resorts do not allow under-21 s in a room by themselves - please check at time of booking for details.

### **Unused services**

Please note that we do **NOT** refund unused services. Any voluntary changes made by you while on holiday will incur additional charges.

### **Weather**

Some of our featured destinations are occasionally affected by adverse weather conditions, eg hurricanes. Due to their unpredictability, they are a force majeure event and we shall not be liable for

any changes to your holiday arrangements, either before departure, or during the holiday, which in our judgments are necessary to protect your interest and/or safety.

### **How to book online**

It's easy! Log on to cubatechtravel.com then select the relevant data from the homepage and search for availability. We believe we have provided you with the best combination of hotels and destinations available, but don't let us decide, you can create a new combination with up to 8 different centers. Simply select your flights, including any domestic flights and accommodation options (including extra days, nights and room supplements) and let the system calculate the cost of your customer's itinerary.

### **Online administration**

You can now complete most post booking administration\* online at cubatechtravel.com

Log on to action flight upgrades, accommodation changes, car hire modifications and name changes. You can also check to see if your customer's tickets have been issued, add on those all important excursions and view your latest VAMP statement.

### **Also online you can...**

**View our faqs**

**See our latest special offers**

**Print out window cards**

**View the price in your preferred currency**

**Make your own itinerary with different touristic services**

**Order a promotional pack or other one that not included right now in the booking engine**

**Send us your comments**

**Check the state of your order**

**Look for any information about Cuba**

**Coming Soon** - Choose your preferred website language (English, Spanish and French)

**Coming Soon** – Destination Google Maps utilities

**Sign up for our newsletters**

**And much, much more!!**

**HOLIDAYS**