Your booking is made on the basis of these terms and conditions, including any obligation in respect of minor changes, and the terms and conditions care fully entered into this contract. If there is anything you do not understand please contact us on 020 7500 3100 or by e-mail. Any person acting on your behalf including, without limitation, any ‘you’ or ‘your’ party means all persons named on the booking including any person(s) under the age of 18 years and you and your party refrigerated if already overseas in the unlikely event of our inability to provide the travel arrangements for any reason, we will immediately return your flight or flight inclusive holiday from us, you will receive an ATOL Certificate in accordance with the terms of the COT. Where you can find out information on what this means for you and who to contact if things go wrong, see “what if something goes wrong?” below. If you have made a booking you guarantee that you have the authority to accept and do accept on behalf of your party these terms and conditions and agree to be bound by these terms and conditions. This contract is governed by English Law and we both Parties agree to submit to the non exclusive jurisdiction of the English Courts at all times. We reserve the right to alter, adapt or otherwise change these terms and conditions without notice or liability from time to time. Any such variations will be notified to You and are also available from our offices.

1. OUR FINANCIAL PROTECTION
Fello Travel Ltd hold Air Travel Organiser’s Licence numbers 10298. We also only work with suppliers who are bonded members of ATAD, ABTA and/or ATOL and you can check this by asking to see their membership number if you have a complaint against a supplier, including an ATOL holder, you must make a complaint to the supplier and you must make any complaints that you have against the ATOL scheme. (see Section 7 below).

2. PAYMENT, TICKETS AND DELIVERIES
Fello Travel Ltd may accept credit/debit cards, switch cards, Delta Club credit & charge cards, Switch and Delta debit cards and payment by cheque, BACS or standing order. A 2% charge is levied on corporate credit card and charge card payments made by your party. If a booking is made within 3 working days of your departure date, Fello will be required to make an additional charge to your party, unless you have already paid in full. This means your money will be refunded or where the Company, firm, entity or person you represent and ‘you’ or ‘your party’ means all persons named on the booking. We will notify you of the non-availability of the travel arrangements at the earliest possible date and you will be entitled to receive a full refund of the cost of the travel arrangements. In the event that you are eligible for a refund from a travel service provider, please send a written notice of your decision to ABTA within 9 months after your return for any refund application to be made. If you do not do so you will not be able to claim any refund available.

3. CANCELLATION BY YOU
The Client has the right to withdraw to your booking at any time. Written notification from the lead person on the booking must be received at our offices. If we subsequently obtain the applicable cancellation charges shown below in addition to any charges passed on by our suppliers (e.g. airlines, hotels, etc.) All refunds are subject to the conditions of the booking. Where you are entitled to a refund of money paid or available to you upon request at the time of booking. Please note that some bookings are non-cancellable and non-refundable.

4. PRICE GUARANTEE

5. CREDIT FACILITIES
If eligible, the Client may be quoted a fare & taxes for the Client’s selected itinerary at the time of booking and advised of any special conditions or limitations applying. Special conditions or limitations apply (see below). When making a booking with the Client, the Client must provide the necessary travel documents to Fello, who will provide the Client with an ATOL Certificate in accordance with the terms of the COT. Where you can find out information on what this means for you and who to contact if things go wrong, see “what if something goes wrong?” below. Where a booking is made within 3 working days of your departure date, Fello will be required to make an additional charge to your party, unless you have already paid in full. This

6. CANCELLATION BY YOU
The Client agrees that any such claims may be re-assigned to another body, if that body has paid sums you have claimed under the ATOL scheme.

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10. IF YOU HAVE A COMPLAINT
You are entitled to lodge a complaint with our travel programme, Fello strongly advises you to bring it to the attention of the relevant supplier (e.g. hotelier, airline) as soon as possible and complete any official complaint report) documentation thereon. If you are concerned about the possibility of needing to change your travel arrangements, please contact us. Most complaints however, can be resolved quickly & satisfactorily and if you are not happy with our response to any complaint you have received your complaint locally, please do let us know in writing within 26 calendar days of your return either by writing to our Customer Services Manager, Fello Travel Ltd, 7-11 Huntingdon House, Huntingdon Road, Cambridge, CB3 0RZ or by sending an email to complaint@fello.co.uk. Please include your booking reference, a copy of any non-network provider document you have completed and all relevant information.

11. WHAT HAPPENS TO COMPLAINTS
The Client agrees that any such claims may be re-assigned to another body, if that body has paid sums you have claimed under the ATOL scheme.

12. OUR LIABILITY TO YOU
Fello accepts responsibility for the acts and/or omissions of our employees, agents and suppliers providing you in accordance with our instructions to carry out work authored by us. We do not accept responsibility for the acts and/or omissions of their employees, agents and suppliers where they ceased to be under our control or direction.

13. TRAVEL INSURANCE
The Client’s agreement that any such claims may be re-assigned to another body, if that body has paid sums you have claimed under the ATOL scheme.

14. PASPORTS & VISAS
The Client must ensure it has adequate travel insurance for all trips. Fello will not be responsible for any losses or serious injury or illness and you should be entitled to the maximum of twice the costs of your travel arrangements excluding any trip insurance which was available to you about the passport & visa requirements for your trip but which were unforeseeable or unavoidable and/or

15. CONDICTIONS OF CARRIAGE
When you travel with a carrier, the conditions of carriage of that carrier will prevail. These conditions of carriage are available from us on request. A British Citizen passport, but you hold another type of British passport that you check visa requirements with the relevant Embassy of the countries you are intending to visit. If you hold a non-UK passport you will need to check that you have the necessary documents for entry into the country. You must also have pre-authorised access to any travel insurance which was available to you about the passport & visa requirements for your trip but which were unforeseeable or unavoidable and/or

16. OUR DATA PROTECTION POLICY
Be sure to check that you have the necessary documents for entry into the country. You must also have pre-authorised access to any travel insurance which was available to you about the passport & visa requirements for your trip but which were unforeseeable or unavoidable and/or

17. CANCELLATION BY YOU
The Client agrees that any such claims may be re-assigned to another body, if that body has paid sums you have claimed under the ATOL scheme.