



Fello accepts responsibility for the acts and/or omissions of our employees, agents and suppliers providing they were acting in accordance with our instructions to carry out work authorised by us. We do not accept responsibility for the acts and/or omissions of our agents and suppliers where they lead to death, personal injury or illness. We do not accept responsibility for the acts and/or omissions of our employees, agents and suppliers where failure to perform or improper performance was due to:

- a) The Client's own acts, omissions or lack of clarity;
- b) Acts or omissions of a third party not connected with the provision of your trip and which were unforeseeable or unavoidable; and/or
- c) An event which could not have been foreseen or avoided even with due care.

Our liability in all cases (except death, personal injury or illness) shall be limited to a maximum of twice the costs of your travel arrangements excluding insurance premiums and amendment fees. However, our liability in respect of carriage by air, sea and rail, and the provision of accommodation is limited in the manner provided by the relevant international conventions and conditions of carriage. You can ask for copies of these international conventions from our offices.

It is a condition of the acceptance of liability that you notify us of any claim in accordance with the conditions relating to complaints. Where any payment is made to you or any members of your party that person must assign to us or our insurers any rights they may have to pursue any third party. They must furthermore agree to fully co-operate should our insurers or Fello wish to enforce those rights.

### **13. TRAVEL INSURANCE**

The Client must ensure it has adequate travel insurance for all trips. Fello will in no circumstances be liable for any personal injuries or losses (including financial losses) suffered by you which are not directly as a result of any act and/or omission by Fello in making your travel arrangements.

### **14. PASSPORTS & VISAS**

The Client must ensure all persons travelling have a valid passport & all necessary visas for all destinations involved in your trip, including any flight stopovers. Fello will supply upon request the most up to date information available to us about the passport & visa requirements for your trip but can accept no responsibility for their accuracy or completeness at the time you travel, or liability for any losses or inconvenience you may suffer by your not having the necessary documents.

It is essential if you do not hold a British Citizens 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-British passport then you must also check with your own Embassy as well as the Embassies of the countries, you intend visiting including any flight stopover, that you have the correct visas.

### **15. CONDITIONS OF CARRIAGE**

When you travel with a carrier, the conditions of carriage of that carrier will apply, some of which may limit liability. The conditions of carriage of that carrier are incorporated into this contract. You may ask for copies of the relevant conditions of carriage from our offices. Please note that in accordance with Air Navigation Orders to qualify for infant status an infant must be under 2 years of age on the date of the return flight.

### **16. OUR DATA PROTECTION POLICY**

Calls may be recorded or monitored for training & quality purposes. To process your booking and ensure that your travel plans run smoothly Fello needs to use the information you provide such as name, address, any special needs, etc. We must pass the information to the relevant suppliers of your travel arrangements such as airlines, hotels, etc.

We take full responsibility for ensuring that proper security measures are in place to protect your information. The information may also be provided to security or credit checking companies, public authorities such as customs/immigration if required by them or as required by law.

The implementation of the General Data Protection Regulation ensures stricter rules for processing personal data. Details of how Fello processes personal data, and the rights available to you are set out in our Privacy Policy (which is available on our website: <https://fello.co.uk/privacy-policy>) and, where relevant to our contract with you, our Data Protection Addendum (DPA), which is available upon request. The clauses of the DPA are incorporated into this contract. In order for us to ensure we have your consent to allow us to process your personal data, please complete our consent form.

You are entitled to a copy of your information held by us. If you would like to see this, please get in touch.