

Terms and Conditions

These Terms and conditions, together with any other written information we brought to your attention during the process of confirming your booking/s, apply to booking/s with Moresand Limited trading as Air Travel Guide. Please read the Terms and Conditions when you use the Air Travel Guide website, without qualification. If you do not agree with any portion of the Terms and Conditions you cannot utilise the website in any method or make a booking.

All communications concerning customer service or your booking/s needs to be sent to Air Travel Guide, 38 riding House Street, London, W1W 7ES, United Kingdom or by email to: support@airtravelguide.com

CONTRACT

We as a representative ensure your reservation agrees with the principle(s) as mentioned on your receipt(s).

As a representative we take no accountability for the actions or cuts of the Principle(s) for the services offered by them. The principle(s) Terms and conditions relate to your booking and we strongly suggest that you read them thoroughly as to significant details about your reservation(s). Principle(s) can be requested.

Booking

Agents must ensure that all names are accurate as per the traveller's passport. That timings and travel itinerary is correct. Changes might not be allowed after tickets are issued and may incur penalties and additional charges.

During the booking process, all details will be confirmed back to you and the respective details will be confirmed with the principal(s) On receipt of all travel documents please check whether details such as names, dates and timings are accurate and advise us immediately if any revisions to be done. Also, please note that all the tickets supplied are non-refundable, non-changeable and non-transferable unless otherwise stated.

The booking information that you provide to us will be passed on only to the relevant Principle(s) of your travel arrangements or other particular persons who are part of the travel arrangements. Further, if required by any authorities, or as required by law, the information may be provided to public authorities such as customs or immigration. This applies to any sensitive information that you provide such as details of any disabilities, or dietary and religious requirements. Certain information may also be passed on to security or credit checking companies. If you are travelling to the United States, the US Customs and Boarder Protection will receive this information for the purposes of preventing and combating terrorism and other transnational serious crimes. If you travel outside the European Economic Area, controls on data protection may not be as strong as the legal requirements in this country. If we cannot pass this information to the relevant persons, whether in EEA or not, we will be unable to provide your booking. In making this booking, you consent to this information being passed on to the relevant persons. Full details of our data protection policy are available upon request.

Airfares are promised upon ticketing only. If there would be any problem with the payment, we will inform you as soon as possible via email and/or phone. Otherwise, we would send you the tickets within 48 hours of your booking with us.

The free baggage allowance offered to the passenger differs based on the route, class/cabin seating and as per individual airline. Airlines might charge an extra fee for checked-in baggage, additional baggage or other voluntary services. Please contact the airlines directly for current updates concerning the baggage payment, weight and sizes of the bags.

Passengers need to be at the airport 3 hours prior to the departure as tickets cannot be refunded or changes made due to 'no show' at the airport.

Passengers are held accountable for all their travel documentation including visas. Visas might be needed for the whole journey both for the destination and/or transit. Visas need to be acquired prior to the ticket been issued.

PAYMENT

Agents are required to pay an instalment or the whole amount at the time of the booking. If only a part payment is made, the balance had to be paid on or before the stipulated due date. Failing to do so may result in cancellation of the booking by the principal(s). This may involve cancellation fees set out in their Terms and Conditions. Unless otherwise mentioned in the booking conditions or advised all the amount paid for the bookings will be held on behalf of the principal(s) concerned.

All costs shown for travel administrations are in GBP (pounds sterling) £.

CANCELLATION and AMENDMENT

Written cancellation or amendment request to be sent by you and it will not take effect until received by us. Upon your book cancellation or amendments, the principal(s) may charge a cancellation or amendment fee as per their Terms and Conditions (which may be at times 100% of the total cost).

If you want to alter any item, other than expanding the number of persons in your party/booking, you would have to pay a modification fee of GBP 50.00 per booking, including the airline/supplier charges (if any). From time to time we are obliged to charge extra taxes. You would be told about any extra taxes before the ticket issuance/re-issuance. After ticket issuance, many of the airlines do not permit modifications.

Neither Air Travel Guide nor its principal(s) will oversee cancellation, delayed boarding and no refunds will be provided.

INSURANCE

We firmly suggest that your passengers take out sufficient travel insurance in order to cover the booking as some principal(s) require you to do so as a condition of booking. Certain destinations require travel Insurance as compulsory, hence we would suggest you to check with the relevant embassy or the Foreign and Commonwealth Office. These insurance cover may cover your passengers against the cost of cancellation. the cost of assistance (including repatriation) in the event of accident or illness; loss of

baggage and money; and other expenses. Insurance cover are also available to cover your passengers against financial failure of the principal(s).

If the insurance is provided by us, please check it carefully to ensure that all the details are correct and that all relevant information has been provided by you. Failing to do so may affect the insurance cover.

FINANCIAL PROTECTION

Moresand Ltd (ATOL 3517) t/a Air Travel Guide is a retail agent trading in seat only flights. All Money paid by you for flights are ATOL protected by the Civil Aviation Authority unless the sale is made on an ATOL to ATOL basis then protection is under your ATOL license.

Only flights purchased from Air Travel Guide in and departing from the UK, are protected under our ATOL 3517 by the Civil Aviation Authority (CAA), except for scheduled flights when e-tickets are sent to you.

Though majority of our flight arrangements are protected in the case of the financial failure of the travel company, by the ATOL scheme. Booking that did not receive an ATOL Certificate will not be ATOL protected.

Air Travel Guide or the suppliers of the services you have bought will provide you with the services you have (or a suitable alternative). In some cases, where neither we nor the supplier are able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances, the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable).

If we, or the suppliers identified on your ATOL certificate, are unable to provide flights listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.

DELIVERY OF DOCUMENTS

All documents (e.g. invoices/tickets/Insurance policies) that require to be posted will be sent to you by post. Once the documents are posted to you, no liability will be accepted by Air Travel Guide unless if the loss of documents are caused due to our negligence. In such instances if the tickets or other documents need to be reissued, all the costs should be borne by you. You may request for delivery by other means if necessary. However, this might involve additional costs.

PASSPORTS, VISAS AND HEALTH

Though we can provide general information about the passport and visa requirements related to your passengers trip, it is your responsibility to ensure relevant documents are in order. Neither Air Travel Guide

or the principle(s) accept any responsibility if travel can not be completed due to non-compliance with such requirements. Please take special note that all air travel within the British Isles, airlines require photographic identification of a specific type.

Passports need to be valid for 6 months past the period of the trip.

ESTA visa is a necessary requirement for all USA bound travel, plus transiting the USA and ETA visa is a necessary requirement for all Australia bound travel plus transiting Australia. If your passengers flight has an alteration involving two separate airports, it is your duty to arrange the transfer to the correct airport and check the transit visa needs. Further, Air Travel Guide is not responsible for any VISA regulations. Please refer with the relevant embassy or consulate for details.

Air Travel Guide can provide general health recommendation and formalities involved in your booking, it is your responsibility to ensure your passengers check with their own doctor for specific health requirements. Vaccinations may be required for travel and may alter at any time. It is your duty to make sure that your passengers have any required vaccinations, or medicines for the trip.

New passport rules for Travellers to the United States of America has made it compulsory, that anyone travelling to the US for holidays or business comply with the Visa Waiver Program, needs to have the newest Biometric Passport or a Machine-Readable Passport that has an electronic chip, even if the electronic visa has been permitted. The biometric passport has a string of lines that could be swiped by the US Customs/Immigration/Boarder Protection officers that would rapidly verify the passport holder's identity and gather other details about the holder.

VWP visitors coming into the US without the Biometric Passport will be refused entry into the country. Travellers amid the VWP counties are required to check with their passport issuing authority to own a biometric passport. Travellers with an instant plan, who are not able to have such as passport needs to apply for a US visa at the relevant embassy or consulate.

FINAL TRAVEL ARRANGMENTS

Please ensure that all your passenger's travel documents, passport, visa and insurance documents are in order and that they arrive in plenty of time for checking in at the airport. It may be necessary to reconfirm your flight with the airline prior to departure. Please ask us for details at least 72 hours before your outbound or inbound flight. You should take note of any reference number or contact name when reconfirming. If you fail to reconfirm you may be refused permission to board the aircraft and you are unlikely to receive a refund.

CONFIRMATION

After the booking, Air Travel Guide sends you an affirmation email that determines that Air Travel Guide has acknowledged your booking. Kindly keep in mind that this mail is only an acceptance of your purchase and the last verification would be given after checking the accessibility of your booking that you have asked for from the principal(s).

COMPLAINTS

Air Travel Guide will assist you with any complaints. You may contact our customer services for further assistance. However, the contract(s) for your travel arrangements is between the agent and the principal(s), any queries or concerns relating to the travel arrangements should be addressed to them. If your passengers have a problem whilst on a trip, we need the opportunity to investigate and if need rectify the complaint. The amount of any compensation may be reduced depending upon the circumstances. All complaints must be sent in writing to our customer service department email to: support@airtravelguide.com or by post to ATG Customer Service Department, 38 riding House Street, London, W1W 7ES.

SERVICE CHARGE

In certain circumstances, there are some service charges applicable for the services we provide.