

## **Terms and conditions.**

We're dedicated to making your airport experience as easy as possible. That's why it's important to us that you understand what you're booking before you commit. We've set out everything you need to know below, so there are no nasty surprises. These terms and conditions are governed by English law and apply from when we provide you with a booking reference, either by phone or on the website. You and we both agree to submit to the non-exclusive jurisdiction of the English courts. When we talk about 'we', 'us', etc, we mean Holiday Extras Limited.

If you need to get hold of us for any reason, [email us](#) and we'll get back to you. You can also call our award-winning contact centre on 0871 360 2603\*. It's open from 08:00 to 21:00 on weekdays and 08:30 to 20:00 at the weekend.

## **Before you book**

We do our best to tell you as much about our products as possible before you arrive. We try them out ourselves and regularly update the information so it's as useful as we can make it. Please take the time to read the product information so that you book a product that is suitable for you. Unfortunately, we sell so many great hotels and car parks that we can't always keep track of changes to how they run. If you find anything that's not completely accurate in our information, please tell us as soon as possible.

The companies that provide the hotels, car parks and lounges we sell will have their own terms and conditions, which will also apply to you. We can get you a copy of these if you need one, just ask, but we'll try to make you aware of anything you need to know. Some hotels will charge a cancellation fee, which will be on that product where applicable.

If you book one of our Mystery products, you'll be getting a great product at a lower price than you'd otherwise pay. We won't be able to tell you what hotel or car park that is until after you've booked and many Mystery products cannot be cancelled once they've been purchased. We'll do our best to tell you anything that might make any of our Mystery products unsuitable, but if you book, you should do so on the understanding that the Mystery product may not be ideal for your needs. As such, we cannot be responsible if it is not suitable.

## **Prices**

All prices include VAT and are constantly updated so we can give you the best deal available at the time. Since we offer some amazingly-low rates, a price we've offered you may go up or down if you come back to book later. Make sure you book the package you want when you see it, so we can guarantee you'll pay the price you've seen.

## **Discounts**

If you use a discount code when looking at our products, the discount will be noted on each package it applies to. If you want to take advantage of your discount, make sure you book a package that states your discount can be applied.

## **Before you go on holiday**

We put together handy little guides to what to do at the airport for all our customers and send them out by email with your confirmation. Make sure you read this thoroughly to confirm what you've booked is

suitable for you and take it with you when you go on holiday. If you don't follow the instructions we give you, we may not be able to refund you any additional costs you're charged as a result.

### **Parking**

Any parking is at your own risk and subject to the owner of the car park's terms and conditions, so we ask that you don't keep any valuables in your car. You should be prepared to leave your keys with staff as this may be necessary. If you have a larger-than-average vehicle or a motorbike, please check with us that the car park can accommodate it without an additional charge by calling us on 0871 360 2603\*.

### **Confirmations by post**

If you need a copy of your confirmation sent by post, you can add this to your booking. This will cost around £1.49. We'll post the confirmation by first-class post on the next working day after you booked. We'll still hold you to our terms if your paper confirmation is delivered late or not at all.

### **Changes and cancellations**

#### **Hotels**

If you need to cancel, you can do so any time free of charge up until a minute to midnight the day before your booking was due to start. If you booked with us through another company, you will need to cancel with them directly.

If you do need to cancel your booking through us, you can do so through this [link](#) using your booking reference and your email address. Or, give us a call on 0871 360 1051 with your booking reference and booking details. Please note, calls to this phone number cost 11 pence per minute, plus your phone company's access charge.

This Free Cancellation offer is applicable to flexible bookings. Many of our special offers and reduced-rate products cannot be changed or cancelled. As such, we can't give you a refund for these products. These products will show prior to booking where no refund is available.

Sometimes we may have to make changes to your booking after you've made it. Should this happen, we'll notify you as soon as we're able. If the new arrangements are not suitable, we'll offer you a full refund. You can find a current copy of your booking [here](#).

#### **Parking & Lounges**

If you need to cancel, you can do so any time up until a minute to midnight the day before your booking was due to start. If you booked with us through another company, you will need to cancel with them directly.

If you cancel in time, you will be refunded what you've paid, less our cancellation fee (where applicable), which is normally £10.50 for a lounge or a parking booking unless you added a cancellation waiver. The cost is higher for certain packages, but we will inform you of this before you book. With the waiver added to your package, we'll refund you the full cost of your package less the waiver, but it must be added to the package at the time you booked.

Cancellation is only applicable to flexible bookings or those labelled as such. Many of our special offers and reduced-rate products cannot be changed or cancelled. As such, we can't give you a refund for these products.

Sometimes we may have to make changes to your booking after you've made it. Should this happen, we'll notify you as soon as we're able. If the new arrangements are not suitable, we'll offer you a full refund. You can find a current copy of your booking [here](#).

The companies that provide the hotels, car parks and lounges we sell will have their own terms and conditions, which will also apply to you. We can get you a copy of these if you need one, just ask, but we'll try to make you aware of anything you need to know. Some hotels will charge a cancellation fee, which will be on that product where applicable.

### **On the day**

When you travel, take your booking confirmation and the credit or debit card you booked with. The confirmation will give you instructions on what to do on the day and let the hotel, car park or lounge know who you are. If you booked at a discounted rate for yourself as a travel agent, you will need to take a pay slip or proof of employment as confirmation that you are entitled to this. Make sure that you leave enough time to get to your departure gate as we can't help you if you miss your departure because you're running late.

If you have any problems on the day, please let the team at the hotel, car park or lounge know so they can help you. If you don't let them know, we may not be able to help you later on. If you're delayed in getting to a lounge, so can't be there for all the time you booked, we cannot offer you a refund.

If you're parking and you arrive before the day and time you booked for, or stay later than when you have arranged to leave, you may be charged for the extra parking at the car park's normal price. If you leave earlier than planned, we can't refund any of your money.

Events beyond our control Very rarely, we may be forced to change or terminate your booking due to unforeseen major events known as force majeure. This means any major event which we or the supplier of the service(s) in question could not, even with all due care, foresee or avoid and that were beyond our reasonable control. For the avoidance of doubt events beyond our control include (but are not limited to), war or the threat of war, riots, civil unrest, terrorist threats or activity, industrial disputes, extreme weather, epidemics, natural and nuclear disaster, fire, adverse weather conditions, government regulations and advice, airlines cancelling or changing schedules due to airports or airways being congested or closed (due to amongst other reasons, the regulatory environment).

Changes or termination of your contract due to events beyond our control are extremely unlikely. If, however, such major events do occur, we regret we will be unable to make any refund of payments for services not received. We cannot accept liability or pay any compensation where the performance (or prompt performance) of our obligations under our contract with you is prevented or affected by events beyond our control. This is also the case if you suffer any damage, loss or expense of any nature as a result of the major event. We will of course do our best to offer you support as our valued customer where we can in these circumstances.

### **When you get home**

We hope everything went smoothly, but if you had any problems at all with the services you've booked through us, please contact our Customer Experience team and we'll do our best to put things right. If possible, please send us copies of any relevant receipts or documents you have.

You can get hold of us [here](#) or send a letter to: Customer Experience, Holiday Extras, Ashford Road, Newingreen, Hythe, Kent CT21 4JF

After you get home, we'll send you an email to ask you how everything went. We might pass some of your details on to an independent company so they can process that information for us.

### **Privacy**

We know how important your privacy is online, so we take it seriously. To find out more about how we use your data, take a look at our [privacy policy](#).

\*Please note, calls to this phone number cost 11 pence per minute, plus your phone company's access charge..

### **Late Return Cover**

If for any reason you overstay in any airport car park (e.g. delayed or cancelled flights), you may be liable for an overstay charge. This is charged by the car park itself, based on their daily gate price, which the supplier will provide upon request.

An overstay charge may be incurred due to late arrival back at the car park, which excessively overruns your booked time of return.

However, by purchasing our late return cover, we will refund any overstay charges you've paid up to 24 hours, provided that the overstay is due to a valid reason and supported by sufficient evidence.

Evidence must include; Acceptable evidence of delay and cause e.g. copy/image of booked flight boarding pass or proof of purchase with a clear flight number evident. Valid evidence of overstay charge payment e.g. receipt Valid overstay reasons include but are not limited to; Delayed flights Cancelled flights Airport hold-ups Other valid extenuating circumstances, which will be assessed on a case by case basis.

### **Events beyond our control exceptions**

Unfortunately, this cover does not include overstays as a result of any events beyond our control, and we cannot accept liability or pay any compensation where the performance of our obligations was impacted by such an event. For clarity this includes any event which we or the supplier of the service(s) in question could not, even with all due care, foresee or avoid. These include (but are not limited to) war or the threat of war, riots, civil unrest, terrorist threats or activity, industrial disputes, extreme weather, epidemics, natural and nuclear disaster, fire, adverse weather conditions, government regulations and advice, airlines cancelling or changing schedules due to airports or airways being congested or closed (due to amongst other reasons, the regulatory environment).

Additional exceptions include any late returns as a result of illness/medical emergencies, bereavement, disinclination to travel or trip extensions. Also, any situation/circumstance where an overstay is a direct result of a lack of due care and attention, by you or any persons in your party, will not be covered. Such events include (but are not limited to), timekeeping and booking errors.

### **To make a refund request under the Late Return Cover**

Please note Holiday Extras must be notified of a valid refund request within 48 hours of the last day of your booking or the day of your return to the UK, whichever is the latter. Overstay Evidence related to claim must then be supplied within 3 days of Holiday Extras being notified of the refund request.

Please send your flight details (e.g. copy of boarding pass or proof of purchase with a clear flight number evident) and proof of overstay payment (e.g receipt) to [overstays@holidayextras.com](mailto:overstays@holidayextras.com)

Unless we say so in these terms, if you want to amend or cancel your booking due to an event of the type listed in the events beyond our control category, we do not have to refund any payment you have made to us under your late return cover.

If you have any queries please don't hesitate to contact us on 0871 360 1051. Please note, calls to this phone number cost 11 pence per minute, plus your phone company's access charge.