

ONTIME TRAVEL, TERMS AND CONDITIONS

a) Changes and Cancellations

You must call us on 01254 351 636 to change or cancel your trip. All changes are subject to availability, limitations and restrictions of the relevant travel supplier. The refundable portion of your purchase price (if any) will be refunded to you and to the extent we are refunded by the travel supplier; we shall pass this refund onto you. If the change means that the cost of your booking has increased, if, for example discounted fare not available, you will need to pay such extra costs. If you wish to change or cancel any part of your booking, an ontime travel administration fee (£10.00) will apply.

b) e-tickets

Some airlines offer only electronic confirmation of your reservation, or 'e-ticketing', on certain routes. We cannot be held responsible if your e-ticket does not arrive due to an incorrect email address or your junk email settings. You can ensure your e-tickets get to you by adding Ontime Travel.com to your 'safe list'. You must notify us immediately if you change your email address or contact telephone number after making a booking with Ontime Travel. In addition, please check that the name on your passport matches the name on your ticket and/or booking confirmation. It is your responsibility to advise us if you have not received your e-ticket confirmation.

c) Paper tickets

An additional fee will be payable for postage of paper tickets and this will be confirmed to you at the time of booking. We send out paper tickets by registered post. We do not accept responsibility for documents mislaid or lost by the postal service. Please note that some airlines may apply a charge and follow a specific procedure for the re-issue of lost tickets or tickets delayed in the post. You shall be responsible for paying any fees (including our administration fee), losses and/or expenses incurred in respect of the reissue of lost or stolen tickets. You should contact us immediately in such circumstances. It is your responsibility to advise us if you have not received your tickets in time for travel.

d) Flying times

In your itinerary from Ontime Travel, flight times are given for guidance only. All departure/arrival times on your flight ticket are provided by the airlines concerned and are estimates only. They may change due to air traffic control restrictions, weather conditions, operational/maintenance requirements and the requirement for passengers to check in on time. We are not liable if there is any change to a departure/arrival time previously given to you or shown on your ticket or for any other alteration to your flight by the relevant airline. Also, please note that where a sector of a flight itinerary is not utilised without contacting the carrier directly any remaining sectors may be subject to cancellation without further notification. Where this situation arises we are unable to accept responsibility for any costs incurred. It is for this reason that you are required to reconfirm your flights with the airline in accordance with the airline's applicable reconfirmation deadline. For all air travel it is your responsibility to check the departure and arrival times of your flights at the time of travel. We are unable to make any special arrangements for you if you are delayed as these matters are at the sole discretion of the airline concerned. Please note that the times shown on your ticket or itinerary are the departure times of the flight. Check-in times, as advised by the carrier or in the airlines' timetable are the latest times at which passengers can be accepted for travel, allowing the necessary time to complete all formalities. Flights cannot be held up for passengers arriving late and no responsibility can be accepted by us or the airline in such cases.

e) Seat requests

We have no control over the airlines' allocation of seats and so, if you have particular seat requests, you should check-in at the airport as early as possible. We cannot guarantee that these requests will be met.

f) Direct flights

Please note that a flight described on your flight ticket as "direct" will not necessarily be non-stop. A flight that is described as direct is one where there is no need to change aircraft during the journey.

g) Pregnancy and children

Some airlines refuse to carry women who will be 28 weeks or more pregnant on the date of return travel. Please check with the airline concerned as their rules may vary and also consult your doctor. Infants must be 6 weeks old or more to travel by air and must either sit on an adult's lap or occupy an infant seat. Please contact the airline you are travelling with for details of appropriate seats.

h) Government imposed taxes, fees and charges

The price of your flight may include taxes, fees and charges which are imposed on air transportation by government authorities. They may represent a significant portion of the cost of air travel and are either included in the fare or shown separately on your ticket. You may also be required to pay taxes or fees or other charges not already collected, for example, it is not always possible to include all departure taxes on your ticket(s). In some cases departure taxes must be paid by you locally to the Government of the country you are departing from and are therefore non-refundable by us.

i) Baggage

You will usually be permitted a free checked baggage allowance and a free cabin baggage allowance, the limits of which may differ by airline, class and/or route. It is recommended that cabin baggage is kept to a minimum. Extra charges may apply for checked baggage in excess of the permitted allowance.