

**JC JOURNEYS  
CUSTOMER TERMS AND CONDITIONS**

**These customer terms and conditions apply to all holidays/trips that are organised by JC Journeys, or sold by JC Journeys as agent, and booked by you (regardless of whether you are booking from the UK, EU or other non-EU country). For the avoidance of doubt, this includes all package bookings (whether they include private villas/chalets, escorted/guided and unescorted trips and/or flights) and villa only bookings made by individuals, couples and groups as well as corporate bookings.**

As a tour operator, it is essential that we draw these booking conditions to your attention as they, together with your booking confirmation, any information we brought to your attention before confirming your booking and our privacy policy collectively govern your booking with us. Please ensure that you read these booking conditions carefully.

JC Journeys is a trading name of JC Tours Limited, registered in England and Wales under company number 4148428 at registered address: First Floor, Black Country House, Rounds Green Road, Oldbury, West Midlands, B69 2DG (“we”, “our” and “us”). For the purpose of these booking conditions, references to “you” or “your” shall be to each person (or an individual if the context requires) included in the booking made with us.

**PLEASE NOTE:** it is a condition of us accepting your booking that you purchase travel insurance to cover the cost of cancellation by you, curtailment and assistance (including repatriation) in the event of accident, illness or death. Please refer to paragraph 10 below for further information.

**Privacy Policy and Data Protection (GDPR)** JC Tours is fully compliant please contact “**JC Journeys**” Assistance for current details.

**Package Bookings**

When you book a package holiday your booking contract is directly with us. We will accept responsibility as the Package organiser under the Package Travel and Linked Travel Arrangements 2018 (“PTR 2018”). Sections A and B of these terms and conditions will apply to any package holidays booked through us.

**Accommodation Only Bookings**

When you make a booking for accommodation only via us (which includes villa, chalet or hotel accommodation), we act as agent for the owners of the accommodation and their terms and conditions are incorporated into your accommodation only booking. This means that your contract for the accommodation will be with the supplier of the accommodation direct and not us.

When you book accommodation only with us, you will not benefit from the protections of the PTR 2018. Sections A and C of these terms and conditions will apply to accommodation only bookings.

**Section A:** details the terms and conditions which apply to both package holiday bookings and accommodation only booking.

**Section B:** details the additional terms and conditions which apply to package holiday bookings only.

**Section C:** details the additional terms and conditions which only apply to accommodation only bookings.

You can contact us by telephone: 01886 812 862, or by writing to us via e-mail: [enquiries@jcjourneys.com](mailto:enquiries@jcjourneys.com) or to our correspondence address: Lower House Farm, Shelsley Beauchamp, Worcester. WR6 6RE (“**JC Journeys’ Assistance**”).

**SECTION A: ALL BOOKINGS MADE WITH US**

**1. Booking Procedure**

1.1. You will be required to complete our booking form and forward it to JC Journeys’ Assistance within 5 days of us confirming availability to you. We will send you a confirmation invoice when we have received your deposit (or full payment if you book within 8 weeks of departure – see paragraph 2.3 further below).

**Note:** Our booking form collects personal contact details (including passport and medical information). If you are under the age of 18, these forms must be signed by a Parent or Guardian and the young person. This information will be processed in accordance with paragraph 17 (Data Protection) below.

1.2. For more information regarding when your booking will come into existence, please refer to Section B if you are booking a package holiday or Section C if you are making a villa only booking.

**2. Pricing and Payment**

2.1. We reserve the right to change the price of our holidays (including, but not limited to, those relating to our Pilgrimages, Journeys of Discovery and Battlefield Tours), at any time prior to you booking with us. **Currency Surcharges** In certain very limited circumstances JC Journeys reserves the right to inform you of surcharges on the holiday cost, resulting from weakness of the £ and its effect on exchange rates.

2.2. We will confirm the price of your holiday, what’s included and the payment details before you book with us.

**Note:** For villa holidays:

- unless otherwise indicated as payable locally by you before you book, the price of your villa (if included in your holiday) will include gas, electricity, water, weekly linen change plus maid service as specified. The price will not include air conditioning, heating, swimming pool heating, telephone services/charges, additional maid services and extra linen (“**Excluded Services**”). Excluded Services will remain be payable by you locally if you require these; and

intentionally travelling with symptoms of, or a confirmed case of, COVID-19 (or similar contagion);

- 10.4.1. ignoring any restrictions in place against travel when you have been exposed to someone with symptoms of, or with a confirmed case of, COVID-19 (or similar contagion);
- 10.4.2. withholding your symptoms, or a confirmed case of, COVID-19 (or similar contagion) whilst on holiday;
- 10.4.3. failing to disclose the details of anyone you have been in contact with during your holiday if you become unwell;
- 10.4.4. omitting to tell us that you have been contacted by the UK’s Trace and Trace system (or equivalent) and have been identified as a person that needs to self-isolate;
- 10.4.5. not following any measures/restrictions/quarantine requirements that are in place; and/or
- 10.4.6. contracting COVID-19 (or similar contagion) (except where this is due to our negligence).

**Changes to Facilities/Itineraries**

10.5. The effects of COVID-19 (or other similar contagion or associated restrictions, events and government/public authority actions) may mean that travel to/from your destination as well as certain services and facilities at destination may be affected and/or different to those normally expected, sometimes with little or no advanced notice. Examples of this include, but are not limited to:

- 10.5.1. quarantine restrictions introduced in the UK or abroad
- 10.5.2. requirements to wear protective clothing such as face masks
- 10.5.3. disruption of travel, such as inability to board carriage due to you presenting symptoms of illness, changes to facilities at airports/ports/terminals, short notice change of carriers/flights and changes/adjustments to transfers that you may have arranged
- 10.5.4. restriction or closure of accommodation facilities and services including, but not limited to, where this is due to social distancing requirements or similar (e.g. closure of buffet functions, gyms and other communal areas, restricted numbers for events/classes made available by your accommodation provider), lower levels of staff present, changes to menus/products usually made available due to a shortage of

- swimming pools in certain villas will be closed during low and shoulder seasons. Where this is applicable to your villa, we will inform you before you book with us and the price of your holiday will not include the use of the swimming pool. If this applies to your villa, it may be possible to make a request for the swimming pool to be opened during your stay. Please ask us before you book so that we can make the necessary enquiries with the owner/local manager. You will be responsible for any additional cost associated with opening the swimming pool in these circumstances.

2.3. Unless otherwise stated below or in the pre-booking information we send to you, you must pay an initial deposit (per person) when you make your booking. We will notify you what the required deposit will be when we confirm availability to you before you book. The final balance must be paid at least 8 weeks prior to your departure date. The final balance deadline will be stated in your confirmation invoice. If you do not pay the deposit required and/or final balance on time, we will cancel your booking. Additionally, if the final balance is not paid on time, we will retain your deposit.

2.4. If you make your booking within 8 weeks of your holiday departure date, you will be required to pay for your booking in full.

2.5. **Description** In accordance with the Misrepresentations Act 1967 and Property Mis-Description Act 1991 these details are prepared in good faith. Any information contained herein whether text plans or photographs is given in good faith but should not be relied upon as being a statement or representation of fact. All measurements or distances are approximate. We try to visit each of our properties and the subsequent descriptions and photographs were accurate at the time of publication.

Please note that these descriptions reflect the personal opinion of the author. If changes have been made to a property and we are aware of them, we will inform you. However we will not accept responsibility for any alterations made by the owners without our knowledge.  
No right of cancellation shall arise in this event.

2.6. We accept payment by:

2.6.1. Bank Transfers to:  
Account Name: JC Tours t/a JC Journeys  
Account: 39494510  
Sort Code: 15-99-00

2.6.2. Cheque made payable to JC Tours t/a JC Journeys

2.6.3. Credit Card or Debit Card

3. **Villa and Chalet Bookings**

Security Deposit

3.1. If your booking includes a villa or chalet rental, you will be required to pay a security deposit 8 weeks prior to your departure date. The security deposit will be held against potential breakages, villa/chalet damage, unpaid Excluded Services, missing items and/or additional cleaning requirements if you leave the villa/chalet in an unsuitable condition, if these are incurred by you during your holiday (“**Security Costs**”). We will notify you what the required security deposit is when you book with us.

3.2. Security deposit payments made by you must be for the full amount stated in our invoice. You remain responsible for any transfer or bank charges. It is a condition of your booking with us that you make a security deposit payment. If you fail to do so, we reserve the right to cancel your booking.

3.3. If you do not incur Security Costs during your holiday, we will return the security deposit amount to you within 14 days following your return. Alternatively, if you have incurred Security Costs, we will invoice you for these as soon as possible, either during your stay or within 14 days (or up to 3 months for telephone expenses) following your return from holiday. Any Security Costs incurred by you (and not paid locally) will be deducted from your security deposit and any balance remaining will be refunded to you within 14 days of your return from holiday. However, since telephone charges may take up to 3 months to be charged, you agree to pay any subsequent telephone charges that are notified to you within 14 days of us invoicing you.

Villa/Chalet Arrivals and Departure Times

3.4. On your arrival at the villa/chalet, you will be met by the owner or local manager. You must arrive for check in between the hours of 16:00 and 18:00, unless by special arrangement. If you are prevented from arriving during these times when you are at your destination, please call the owner or local manager on the number that we provide you with in your information pack.

3.5. You will be required to check out by 10:00 on your date of departure. On the same day, before you leave, the owner or local manager will inspect the

suppliers/the non-availability of products and the introduction of having to book meals and other services in advance

10.5.5. closure of your chosen accommodation due to an outbreak of COVID-19 (or similar contagion)

10.5.6. restriction or closure of local facilities e.g. beaches, parks, water parks, local attractions etc

10.5.7. being required to adhere to social distancing requirements and limiting contact to persons within your booking.

10.6. It therefore may be necessary for us to make changes to your holiday/itinerary either before your departure or during your holiday with little or no notice in these circumstances. We reserve the right to deviate from your original holiday/itinerary or to make changes to the same where it is necessary to do so to ensure your safety. We will not have any liability to you for these changes (except where your holiday booking is a package and such changes amount to a significant change).

**SECTION B: PACKAGE BOOKINGS ONLY**

**Note:** this Section B applies in addition to Section A where you have booked a package holiday with us.

11. **Booking**

11.1. Further to paragraph 1 above, your package holiday booking with us will come into existence when we issue our confirmation invoice, which will be made on the terms of these booking conditions.

**Important:** Please ensure that you read your confirmation invoice as soon as you receive it and contact us immediately at JC Journeys’ Assistance if any information appears to be incorrect or incomplete, as it may not be possible to make changes later. If you do not check your confirmation invoice early, we cannot accept liability if any errors are attributable to you.

11.2. When making your package holiday booking, we may coordinate for you to enter into contracts with principals/other suppliers. This will include, but is not limited to, airlines and accommodation suppliers that provide the travel services included in your package holiday booking. Where you have purchased a package holiday from us, we remain your package organiser and will maintain our responsibilities as detailed in Sections A and B of these booking conditions.

12. **Cancellations made by you**

12.1. You can cancel your package holiday booking without paying the cancellation charges listed in paragraph 4.1 above, if the performance of your package holiday, or the carriage of passengers to your destination, is significantly affected by Unavoidable and Extraordinary Circumstances. This means a situation beyond our control, the consequences of which could not have been avoided even if all reasonable measures had been taken (including, but not limited to war, threat of war, riot, civil strife, terrorist activity, industrial dispute, natural disaster, adverse weather conditions, epidemic, pandemic, quarantine and acts of government or public authority) (“**Unavoidable and Extraordinary Circumstances**”). If you cancel for this reason, you will be entitled to a full refund. We will monitor the advice provided by the UK Foreign Commonwealth & Development Office (“**FCDO**”).

**Note 1:** If you cancel due to a disinclination to travel and your booking has not been significantly affected as outlined in paragraph 15.1 above, our standard cancellation charges in paragraph 4.1 will apply.

**Note 2:** local lockdowns in place where you live and quarantine restrictions in the UK/where you live that prevent or deter you from travelling will not be considered to be Unavoidable and Extraordinary Circumstances, because they do not prevent us from providing your package holiday, as contracted. If you cancel due to these reasons, our standard cancellation charges in paragraph 4.1 will apply.

**Note 3:** We may charge a Cancellation Fee of no more than £50.00 per passenger if paragraph 4.1 is void.

13. **Transferring your Package Holiday**

13.1. You can transfer your package holiday booking to another person, provided they satisfy all of the conditions that apply to your booking. To do this, you must give written notice to JC Journeys’ Assistance **no later than 7 days before your departure**. You and the person you transfer your booking to will be jointly responsible for paying any costs that we incur in making the transfer.

14. **Cancellations Made by Us**

14.1. Great care is taken in arranging your booking. However, we reserve the right to cancel your booking where it is necessary for us to do so.

14.2. Some of the holidays we sell are based on a minimum number of passengers, this includes (but is not limited to) escorted trips. We will inform you if a

villa/chalet and confirm any costs for Excluded Services incurred by you, which you will be required to pay in local currency prior to check out.

Villa/Chalet Maximum Occupancy

3.6. For holidays that include villa or chalet rentals, the number of people staying in the villa or chalet must not exceed the maximum number indicated in the Booking Form.

**4. Cancellations Made by You (All Bookings Made with Us)**

4.1. You can cancel your booking at any time. If you wish to cancel, the signatory of the Booking Form/Group Booking Form (as applicable) must confirm this in writing to JC Journeys' Assistance. Unfortunately, we incur costs when you cancel your booking, which you will be required to pay. Our standard cancellation charges, which will be payable by you, are set out in the table below. These will become payable from the date that we receive your written cancellation notification.

Period before departure in which your notice of cancellation is received by us	Cancellation charge (as a percentage of your total invoiced holiday cost)
Over 57 days (or over 8 weeks) before departure	Loss of deposit paid by you before departure
56 - 35 days (6 - 8 weeks) before departure	60% of invoiced holiday cost
34 - 15 days (3- 5 weeks) before departure	75% of invoiced holiday cost
0 - 14 days (2 weeks) before departure	100% of invoiced holiday cost

**Note:** total invoiced holiday cost excludes insurance and any amendment charges. However, if the reason for your cancellation is covered under the terms of your insurance policy, it may be possible for you to reclaim the above charges from your insurance provider.

**5. Changes Requested by You**

5.1. If you would like to make changes to your booking, the signatory of the Booking Form/Group Booking Form (as applicable) must make your request in writing to JC Journeys' Assistance. Unfortunately, we cannot guarantee that any changes requested by you will be possible, but we try our best to make these for you (and, where necessary, we will liaise with our suppliers). It is likely that we will incur costs in making the changes requested by you, which you must pay. These costs may increase the closer you request changes to your departure date. It is therefore important that you make us aware of any changes you need to be made as soon as possible. You will also be required to pay an administration charge of £25 per person/per item change requested.

**Note:** Some travel arrangements may not be changeable after they have been booked for you. This includes, but is not limited to, airline tickets. This means that any alteration request could result in a cancellation charge of up to 100% of that part of your booking.

**6. Risk Assessments**

6.1. We conduct risk assessments on all of the villas, accommodation and escorted tours that are included in our holidays. The gradings for these are stated in our descriptions. Please do not hesitate to ask us if you require any further information regarding these gradings.

**7. Accommodation, Villa and Chalet Ratings and International Standards**

7.1. The class categories of accommodation, villas or chalets described in the pre-booking information provided to you are based on local official ratings, which can vary significantly between countries and suppliers for those categorised in the same class.

7.2. In addition to paragraph 7.1, please be aware that local standards in countries may differ from those experienced in the United Kingdom. Examples of this include, but are not limited to, food, accommodation, swimming pool requirements, water supplies and transport. If this causes you any concern, please let us know before booking with us by contacting JC Journeys' Assistance.

**8. Additional Assistance**

8.1. If you find yourself in difficulty during your holiday and request our help, we will give you appropriate assistance. This will include providing information on health services, local authorities and consular assistance, helping you to find alternative arrangements and to make necessary distance communications (such as telephone calls/emails). You must pay any costs we incur if the difficulty is your fault.

minimum number is required before you book with us and this will typically be described in the booking form and repeated in invoices issued to you.

14.3. If we cancel your booking and the reason for the cancellation is not because you have failed to pay the final balance on time, you will have the choice of:

- 14.3.1. a full refund; or
- 14.3.2. accepting an alternative holiday of a comparable standard from us if we are able to offer you one. If you accept an alternative (where it is available) we will refund any price difference if the alternative is of a lower value.

14.4. Where paragraph 17.3 applies and you request a refund, we will pay you compensation as detailed below except where (i) the reason for the cancellation is due to Unavoidable and Extraordinary Circumstances (as defined in paragraph 17.1 above) or (ii) we have notified you that the cancellation is due to the minimum number of passengers being insufficient for the holiday to go ahead.

Period before departure in which we notify you of a cancellation	Compensation we will pay you
57 days or more	£0
Between 35 - 56 days	£20
Between 15 - 34 days	£30
Between 2 - 14 days	£40
Less than 24 hours	£50

**15. Changes Made by Us**

Price Changes

15.1. There are certain circumstances where we can change the price of your holiday. These are limited to where changes in the:

- 15.1.1. price of the carriage of passengers resulting from changes to the cost of fuel or other power sources;
- 15.1.2. level of taxes or fees imposed by third parties (including tourist taxes, landing taxes or embarkation or disembarkation fees at ports and airports); or
- 15.1.3. exchange rates applicable to your package booking

affect the price of your package holiday after you have booked with us. You accept that unexpected increases such as these are beyond our reasonable control.

15.2. We will pass the costs of any increases listed in paragraph 18.1 to you. If the increase in price exceeds 8% of the total price of your package holiday, you will have the option of accepting a change to another holiday if we are able to offer one (we will refund any price difference if the alternative is of a lower value), or cancelling and receiving a full refund of all monies paid, except for any amendment charges. Should you decide to cancel you must do so within the time period stated on your final invoice. **Note:** we will not change the price for the reasons given above within 20 days of your departure date.

15.3. If the price of your package holiday goes down due to the cost changes mentioned in paragraph 18.1, any refund due will be paid to you. We will deduct from this refund any administrative expenses incurred by us.

Other Changes

15.4. In very rare circumstances we may have to make changes to your booking and we reserve the right to do so. If the change is insignificant, we will notify you. Examples of insignificant changes include, but are not limited to, changes to your outward/return flights by less than 12 hours, changes to aircraft type/cARRIER and changes to your accommodation to one of the same or higher standard.

15.5. Where we are constrained by circumstances beyond our control to alter significantly any of the main characteristics of the travel services that make up your package holiday (for example, where there is a change of more than 12 hours in flight time, a change of international airport and city, a change of destination or a reduction in standard of your accommodation) we will notify you without undue delay and you will have the choice of:

- 15.5.1. accepting the change;
- 15.5.2. changing your booking to an alternative holiday if we are able to offer you one (we will refund any difference in price if the alternative is lower in price); or
- 15.5.3. a full refund.

**Note:** please read any notification of changes carefully and confirm your choice promptly. If you do not respond to us within the timescale we give you your booking may be cancelled.

## 9. Your Responsibilities

### General

- 9.1. You are responsible for checking in and out for any flights or accommodation/villas/chalets included in your holiday and for presenting yourself on time to take part in any pre-booked components of your holiday.
- 9.2. You must ensure that you have all necessary travel documentation (including that required under paragraphs 9.3 – 9.6 below and tickets) with you in person when you travel.

### Passport, Visa & Health Requirements

- 9.3. It is your responsibility to ensure that you check and meet the specific passport, visa, health and immigration requirements for your holiday. We can only provide you with general information about this. It is important that you check with the relevant Embassies and/or Consulates and your GP (or a specialist vaccination facility) for details of any passport, visa and health measures you will need to take prior to your departure date. Requirements do change, so you must stay updated at all times before you travel.
- 9.4. All passports generally need to be valid for 6 months from your return date.
- 9.5. The latest travel advice can be obtained from the FCDO at <https://travelaware.campaign.gov.uk/>, which lists the specific passport, visa and health requirements on a country-by-country basis.
- 9.6. If you do not hold a British passport, you should obtain up to date advice for your specific passport and visa requirements from the Embassy, High Commission or Consulate at your destination(s) and any countries that you may be travelling through.

**Note 1:** specific passport, visa, health and immigration requirements are likely to be change following the United Kingdom's departure from the European Union ("Brexit"), which is outside of our control. This means that from 1 January 2021 there may be additional requirements that you have to comply with. Please ensure that you check <https://www.gov.uk/visit-europe-1-january-2021> and any other government publication issued from time to time.

**Note 2:** We do not accept any responsibility if you are either unable to travel (or return) or incur any other losses, fines, costs, expenses or damages ("Losses") because you have not complied with any applicable passport, visa, health or immigration requirements. You agree to reimburse us for any Losses which we incur due to your failure to comply with any applicable passport, visa, health or immigration requirements.

### Accommodation Care (villas, chalets and hotels)

**Note:** For the purpose of paragraphs 9.7 – 9.8, references to "Accommodation" shall include villas, chalets and hotels.

- 9.7. We ask that you look after the Accommodation during your stay and that you leave it in the same condition in which you found it. You must inform the Accommodation owner or the local manager immediately if you cause damage to the Accommodation or any loss/damage to its' contents. You will be responsible for reimbursing the owner/local manager locally (or via any security deposit held by us) for any damage caused by you.
- 9.8. If the Accommodation is deemed, in the owner/local manager's reasonable opinion, to be in an unacceptable condition on your departure, you will be responsible for any extra cleaning costs or other necessary costs, which will be payable locally by you (or deducted from any security deposit held by us).

**Note:** valuables left by you in Accommodation is left entirely at your own risk.

### Your Behaviour

- 9.9. It is a condition of your booking with us that you act in an appropriate manner whilst on holiday. We reserve the right to terminate the holiday arrangements of any person (which may include you and all members of your party where appropriate) whose behaviour is likely, in our reasonable opinion or that of any owner/local manager, airline pilot, airline crew, tour leader, our agents, representatives or any other person in authority, to:
- 9.9.1. cause distress, danger, damage, injury, death or annoyance to any person (including other customers, staff and any third parties) or property; or
- 9.9.2. breach any applicable local laws.
- 9.10. If we terminate your holiday arrangements in line with paragraph 9.9 above, full cancellation charges will apply and we will have no responsibility whatsoever for any expenses or costs (including legal expenses and costs) incurred by you (including, but not limited to any return travel) or to

- 15.6. If you chose a refund under paragraph 18.5.3, we will pay you compensation as detailed below except where the significant change is due to Unavoidable and Extraordinary Circumstances (as defined in paragraph 17.1 above).

Period before departure in which we notify you	Compensation we will pay you
57 days or more	£0
Between 35 - 56 days	£20
Between 15 - 34 days	£30
Between 2 - 14 days	£40
Less than 24 hours	£50

## 16. Our Responsibilities to You as a Package Organiser

- 16.1. It is essential that you contact us without undue delay and let us know of any failure or improper performance of the travel services included in your package holiday. If we do not perform the travel services as agreed in your booking, or if they are improperly performed by us/our suppliers, you may be entitled to an appropriate reduction in price, compensation or both if this has affected your enjoyment.
- 16.2. We will not be liable to you where any failure to perform or improper performance of the travel services included in your package holiday is due to:
- 16.2.1. you or another member of your party;
- 16.2.2. a third party unconnected with the provision of the travel services in the package and is unforeseeable or unavoidable; or
- 16.2.3. Unavoidable and Extraordinary Circumstances (as defined in paragraph 17.1 above).
- 16.3. We limit our liability to 3 times the cost of your package holiday, except in cases of death, injury or illness. We also limit our liability in accordance with or in the same way as (i) the terms of the contracts of suppliers that supply the travel services included in your package and (ii) any applicable conventions that limit and set out the circumstances under which compensation can be claimed for injury, illness, death, delays to passengers and loss of/damage to baggage. Examples of the latter include, but are not limited to, the Montreal Convention (for flights) and the Paris Convention (for accommodation).
- 16.4. If you would like to see a copy of any of the conventions or travel service contract terms please write to JC Journeys' Assistance.
- 16.5. If your package holiday includes flights and it is not possible to ensure your return as contracted because of Unavoidable and Extraordinary Circumstances (as defined in paragraph 17.1 above), we will bear the cost of necessary accommodation, if possible of equivalent category, for a maximum of three nights. **Note:** this limit doesn't apply to persons with reduced mobility and any person accompanying them, pregnant women and unaccompanied minors, or persons in need of specific medical assistance, provided that you notified us of these needs at least 48 hours before the start of your package holiday.
- 16.6. This entire clause 19 does not apply to any separate contracts that you may enter into for excursions, tours or activities whilst on holiday which are not part of the package holiday you have booked with us. For these services, your contract will be with the supplier direct and not us. We are not responsible for the provision of these services or for anything that may or may not happen during the provision of these.

## 17. Airlines

- 17.1. Transport timings are provided by airline carriers and are subject to change for any reason. We cannot guarantee these times. Except where paragraph 18.5 above applies, we will not be responsible for these changes, but we will notify you if such changes are made.
- 17.2. In certain circumstances you may be entitled to compensation or refunds from your airline if you have been denied boarding or if your flight is cancelled or delayed. Your airline will provide further details at EU airports and/or directly to you. If you are entitled to reimbursement from your airline, this does not mean that you are also entitled to a refund from us (in full or part). These booking terms contain your rights to a refund/compensation. Any payment made to you by your airline will be deducted from any payment that may be due from us.

## 18. Financial Protection

- 18.1. We provide full financial protection for all package holidays sold by us.

### Flight Inclusive Package Holidays (ATOL Protection)

- 18.2. For flight inclusive package holidays, we provide full financial protection, by way of our Air Travel Organiser's Licence number 6112, issued by the Civil Aviation Authority, Gatwick Airport South, West Sussex, RH6 0YR, UK, telephone 0333 103 6350, email [claims@caa.co.uk](mailto:claims@caa.co.uk). When you buy an ATOL

compensate you for any loss incurred. You will also be responsible for paying any loss, compensation and/or damage that is a result of your behaviour.

- 9.11. We reserve the right to claim any loss, damage, compensation, costs and expenses (including legal costs and expenses) incurred by us as a result of your behaviour from you and you agree to indemnify us in full for the same.

### **Animals**

- 9.12. Unfortunately, we do not permit visiting dogs or pets at any of the villas, chalets or hotels that are included in our holidays.
- 9.13. Many of our holidays are located out in the country and/or remote areas where there is every chance that you may see or hear wild animals/insects and local livestock (“Wildlife”). We cannot control Wildlife. It is unpredictable and capable of causing injury and even death. Please ensure that you exercise a great deal of caution and avoid contact with Wildlife, where possible, as we cannot accept liability if you are injured or killed by Wildlife (except if this is due to our negligence). Please also refer to paragraphs 9.14 – 9.16 below regarding any medical conditions that you may have.

### **If you have a disability or require special assistance**

- 9.14. Please note that because of the nature of our destinations, they may not all be suitable if you have a disability or require any special assistance. We are happy to give you advice on the suitability of a holiday to assist you to choose the right one for your specific needs. If you need further information on a particular holiday to determine whether it is suitable for you, please contact JC Journeys’ Assistance before you make your booking.
- 9.15. If you have a medical condition or disability that may affect your participation in a holiday, you must provide us with full disclosure of this/any special requirements you may have prior to booking with us, or as soon as you become aware of the same if this occurs after you have booked with us. At this stage, we will also require you to provide us with full details of any medical equipment that you need to take with you so that we can liaise with our suppliers to determine whether it can be carried safely (such equipment shall remain your responsibility at all times).
- 9.16. We reserve the right to not accept your booking if after taking into consideration your special requirements, condition and/or disability, we reasonably believe that your chosen holiday is not suitable for you. We also reserve the right to cancel your booking and impose applicable cancellation charges (as set out in paragraph 4 above) if we subsequently become aware of any medical condition or disability that you have not made us aware of if we reasonably believe that your chosen holiday is not suitable for you. Where we cancel in these circumstances, we will not be liable for any other costs or expenses that you incur.

### **10. Travel Insurance**

- 10.1. It is a condition of your booking that you take out or have your own travel insurance in place from the date you make your booking with us. This should cover you against the cost of cancellation by you, assistance (including repatriation) in the event of accident or illness or death, loss of or damage to baggage/equipment and loss of money and other expenses.
- 10.2. We cannot accept any responsibility if you fail to take out comprehensive travel insurance and you agree to indemnify us for any costs/expenses (including legal costs/expenses), damages and any other loss incurred by us where it is due to your failure to take out adequate travel insurance (and not a result of our negligence).

**Note 1:** if you have an existing European Health Insurance Card (EHIC) it will remain valid until it expires in most EU countries. If you do not have an existing EHIC, or if your EHIC is due to expire, you can apply for a UK Global Health Insurance Card (GHIC) provided your healthcare is paid for by the UK and you are a UK or Irish citizen living in the UK. Please visit <https://www.ghic.org.uk/Internet/startApplication.do> for more information. However, please note that existing EHICs and GHICs will not be valid in Norway, Iceland, Liechtenstein and Switzerland, but you may be able to apply for a UK-issued EHIC if you are travelling to these countries and meet the conditions for obtaining one. It is essential that you check the validity of your EHIC/GHIC before you travel and that you ensure that your travel insurance policy provides you with adequate health protection as set out in paragraph 10 above.

**Note 2:** we cannot advise you on insurance issues and suitable policies, but we can recommend a suitable insurance broker, whose details are available via our website. For the avoidance of doubt, your insurance contract will be with the broker direct and not us.

**Note 3:** we can recommend a suitable insurance broker to arrange group travel cover, in the very rare occasions when this is needed.

protected flight or flight inclusive package from us you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong.

- 18.3. We will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where we aren’t 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).
- 18.4. If we are unable to provide the services 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.

### **Non-Flight Packages**

- 18.5. For packages that do not include flights, we provide full financial protection through a case by case Bond held at C Hoare & Co 37 Fleet Street LONDON EC4P 4DQ

### **19. Complaints**

- 19.1. If you need to complain about any of the services included in your package holiday, you must first inform the accommodation owner, local manager or our resort representative without undue delay, who will use all reasonable endeavours to solve the issue locally.
- 19.2. If the issue is not resolved locally, please follow this up as soon as possible when you return, preferably within 28 days, by writing to JC Journeys’ Assistance and quoting your booking reference and all other information relating to your complaint. We will only converse with the signatory of the Booking Form/Group Booking Form during the process of the complaint.

**Note:** If you do not follow the requirement to report your complaint locally we will have been deprived of the opportunity to investigate and rectify it and this may affect your rights under this booking.

### **SECTION C: ACCOMMODATION ONLY BOOKINGS**

**Note:** this Section C applies in addition to Section A for accommodation only bookings. References to accommodation within this Section C shall include villas, chalets or hotel accommodation.

### **20. Booking**

- 20.1. Further to paragraph 1, your accommodation only booking will come into existence between you and the accommodation supplier, for whom we act as agent for (see paragraph 24 below), when we issue a confirmation invoice.

**Important:** Please ensure that you read your confirmation invoice as soon as you receive it and contact us immediately at JC Journeys’ Assistance if any information appears to be incorrect or incomplete, as it may not be possible to make changes later.

### **21. Responsibility for your Accommodation Only Booking**

- 21.1. When you make an accommodation only booking with us, you are entering into a direct contract with the supplier of the accommodation, whose terms and conditions are incorporated into your booking (a copy of which can be provided on request). Sections A and C of these terms and conditions, which apply when we are acting as agent for the accommodation supplier only, will also apply to your accommodation only booking.
- 21.2. Since we act as agent for the accommodation suppliers only, we accept no responsibility for the provision of the villa (nor are we liable for the same) or for any information that we pass on to you in good faith from the supplier regarding the accommodation. Our responsibility in these circumstances is to book the services as per your instructions.
- 21.3. Notwithstanding the above, we do not exclude or limit any liability for personal injury or death which arises as a direct result of our negligence.
- 21.4. You agree to indemnify us for any costs, expenses (including legal costs and expenses) that we incur as a result of you incorrectly pursuing us where your claim/complaint should be directed to the supplier.

10.3. You agree to adhere to any reasonable requests in respect of hygiene and to comply with all quarantine and other measures (including, but not limited to, wearing protective masks) that are in place at all times. You, and anyone you have been in contact with, may be required to self-isolate.

10.4. Where any of the above in this paragraph 13 occurs whilst you are on holiday, we will not be responsible for any associated costs that you may incur, including (but not limited to) those relating to additional accommodation, curtailment and missed transport/carriage (except where we have been negligent). However, we will provide such reasonable assistance as we can.

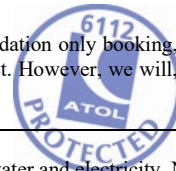
You agree to indemnify us for any costs, expenses (including legal costs and expenses), damages and compensation that we become liable to pay as a result of you (or any member of your party):

## 22. Cancellation or Changes made to your Accommodation Only Booking by the Supplier

22.1. We reserve the right to make changes to or cancel your accommodation only booking if the supplier requires us to do so. We will let you know as soon as reasonably possible if the supplier of your accommodation needs to make and changes to or cancel your accommodation only booking for any reason. We will liaise between you and the supplier in relation to any alternative arrangements they may be able to offer you or to assist you in obtaining any refund due to you. However, you accept that any course of action you have will be directly against the supplier who we act solely as agent for.

## 23. Complaints

23.1. Where you have a complaint relating to your accommodation only booking, you should direct these to the supplier of the villa direct. However, we will, where possible, assist you to contact the supplier.



The Company cannot be held responsible for breakdown of mechanical equipment such as pumps, boilers, etc. nor for failure of public utilities such as water and electricity. Neither the Company nor the Property Owner is responsible for noise or disturbance originating beyond the boundaries of the accommodation or which is beyond the control of the Company and/or the Property Owner. These T&C's are Subject to English law and Jurisdiction.

**JCJourneys & Aglow Pilgrimages are part of JC Tours Ltd, Lower House Farm, Shelsley Beauchamp, Worcestershire WR6 6RE  
(registered address: Bishop Fleming LLP, 1-3 College Yard, Worcester, Worcestershire, WR1 2LB)**

**01886 812862 [enquiries@JCJourneys.com](mailto:enquiries@JCJourneys.com) [www.JCJourneys.com](http://www.JCJourneys.com) Reg: 04148428 ATOL: 6112 VAT: 758123425 ©JCJourneys Jan 2026**