

Booking Conditions for The Succot Celebration and Tour October 12-24, 2008

1. BOOKING FORM

Your contract is with Actionstride Ltd. a fully bonded member of ABTA and ATOL licence holder. It comes into force only when we have accepted a booking by the issue of a written confirmation or invoice. The person signing the booking form warrants that he has the authority of all other persons included in the holiday to make the booking on their behalf.

2. PAYMENT

A deposit of £100 per person is payable at the time of booking. An invoice for the balance price of your holiday will be sent approximately 10 days after the booking form has been received and must be paid in full at least eight weeks -prior to departure. For bookings made within eight weeks of departure full payment is due with the booking form. If for any reason the balance is not received by us by the due date we reserve the right to treat your booking as cancelled and levy the applicable cancellation charges.

3. ALTERATIONS

If having booked and paid the deposit for one holiday you wish to transfer to a different holiday, hotel, departure date or alter any detail on the booking form, we will do everything possible to meet your requirements. However, a fee to offset the additional administration involved of £25 per alteration will be charged plus any additional costs incurred. Alterations of departure date or holiday within six weeks of departure will incur the normal cancellation charges as set out in Section 4. If you are prevented from travelling, you may transfer your holiday to a third party without payment of cancellation charges. Notification must be no later than 21 days before departure and additional administration costs incurred will be charged.

4. CANCELLATION OF BOOKINGS

If you are forced to cancel your holidays, it is important to note that the cancellation of booking is accepted in writing and is not effective until received by us. In the event of a cancellation by either one or all named persons in the booking form, we will charge the following scale of cancellation charges.

Period Before Departure in Which Notification is Received	Cancellation as a Percentage of Holiday Price to be Charged
More than 42 days	Deposit Amount
28-41 days	20%
21-27 days	30%
7-20 days	50%
3-6 days	75%
2 days or less before departure	100%

5. ALTERATIONS TO YOUR HOLIDAY

(i) The arrangements for holidays in this brochure are made months in advance and changes are sometimes necessary, for example as a result of the unexpected closure of a hotel, the withdrawal of facilities or changes in flight times. We reserve the right to make changes or amendments to the holiday arrangements in our absolute discretion and will do our reasonable best to advise you before departure. If your accommodation has to be changed we will do our best to provide reasonable alternative accommodation.

(ii) There may be occasions when your booking may have to be cancelled, for example, where a material change or amendment to your arrangements is required, or if no other reasonable accommodation can be found, or through force majeure, and we reserve the right in our absolute discretion to cancel your holiday. In these circumstances you will be offered the choice of an alternative holiday of comparable standard or a refund of any monies you have already paid. Sometimes, alterations are necessary such as changes to your U.K. airport, resort, time of departure or return by more than 12 hours and the offering of accommodation with a lower official classification. You are then entitled to compensation or a credit towards the cost of an alternative holiday in this brochure as follows:

Period of Notification Given Prior to Departure	Compensation per person
More than 8 weeks	Nil
Within 8 weeks	£10
Within 6 weeks	£20
Within 4 weeks	£35
Within 2 weeks	£50

6. FORCE MAJEURE

Your holiday will not be cancelled after the date your final invoice is due for payment except for circumstances beyond our control. These include weather conditions, fire, flood, strike, industrial dispute, war, hostilities, political unrest, riot, civil commotion, and other circumstances outside our control. Should cancellations be necessary, however, the choice of an alternative holiday of comparable standard will be offered if available or a prompt and full refund of all money paid. No compensation will be payable.

7. IF YOU HAVE A COMPLAINT

Although we do our best to ensure that all arrangements made for your holiday are satisfactory occasionally problems arise. If you have a complaint please explain the problem to our representatives at the destination. They will do everything possible to help you there and then. If you feel the complaint has not been dealt with satisfactorily, please notify us in writing within 28 days of your return from your- holiday. In the unlikely event of the complaint not being resolved to your satisfaction any

disputes arising out of, or in connection with, this contract, which cannot be amicably settled, will be referred to arbitration under a special scheme, which, though devised by arrangement with ABTA, is administered quite independently by the Chartered Institute of Arbitrators. The scheme (details on request) provides for a simple and inexpensive method of arbitration on documents alone with restricted liability on the customer in respect of costs. The scheme applies to claims for an amount greater than £1,500 per person/£7,500 per booking form, nor to claims which are solely or mainly in respect of physical injury or illness or the consequences of such injury or illness

8. DELAYS

Occasionally delays or changes can occur to flight as a result of bad weather, strikes, air traffic control, etc. Neither the airlines nor we have control over such eventualities, but we will do everything to ensure your comfort and minimise any inconvenience caused. Flight information may be subject to alteration and, if known, will be advised to you at the time of booking, or as soon as possible thereafter

9. RESPONSIBILITIES AND LIABILITIES

- i) ACTIONSTRIDE LTD will ensure that the holiday booked with us will be as described and services reach a reasonable standard. If we fail to provide any part, we will pay you appropriate compensation if this has affected enjoyment of your holiday. We accept responsibility for acts and/or omissions of our employees, agents, and suppliers except where they lead to death, injury or illness. Our liability in all cases shall be limited to a maximum of twice the value of the original holiday cost
- ii) We accept responsibility for death, injury, or illness caused by the negligent acts and/or omissions of our employees or agents together with suppliers and subcontractors whilst acting within the scope of their employment in the provision of your holiday. We will accordingly pay to our clients such damages as might have been awarded in such circumstances under English Law.
- iii) Travel is by scheduled airlines in economy class. In respect of carriage by air, sea and rail and the provision of accommodation our liability in all cases will be limited in the manner provided by international convention. When you travel with the carrier, the conditions of that carrier apply; some of which may limit liability. This brochure is the responsibility of the tour operator; it is not issued on behalf of, and does not commit the airlines whose services are used. In accordance with Air Navigation Orders, an infant must be under 2 years on date of return flight to qualify for infant status.
- iv) Any claims arising shall be subject to English law and jurisdiction of the English courts.
- v) The operation of overseas property, transport and other services is regulated and enforced by the local authorities of each country and are subject to the laws, regulations, standards and Codes of Practice of that country. Both the legal and safety requirements of many foreign countries are different to those applied in the U.K. and it is only the local standards of each country that foreign suppliers operate to. Local energy conservation measures, and unseasonable weather conditions, can result in disruption to the supply of electricity and particular facilities such as swimming pools may not always be available as described and may be curtailed or withdrawn altogether (often for hygiene or safety reasons)

10. PROBLEMS CAUSED BY MISADVENTURE

We shall offer every assistance to any client who through misadventure suffers illness, personal injury or death during the period of their holiday arising out of an activity not forming part of the holiday arrangement. This includes advice, guidance and initial financial assistance where appropriate up to the limit of £5000 per person.

11. PRICES

All prices in this brochure are based on the rate of exchange of U.S.1.95 to the £1.00. In the event of a currency fluctuation, we reserve the right to vary over our prices, though these charges will be kept to a minimum. No charges will be made less than 30 days prior to departure.

12. SURCHARGE POLICY

The price of your holiday is subject to surcharges on the following items: governmental action, currency, aircraft, fuel, overflying charges, airport charges and increases in scheduled airfares. Even in this case we will absorb an amount equivalent to 2% of the holiday price, which excludes insurance premiums, and any amendment charges. Only amounts in excess of this 2% will be charged but where a surcharge is payable there will be an administration charge of 50p together with an amount to cover agent's commission. If this means paying more than 10% on the holiday price, you will be entitled to cancel the holiday with a full refund of all money paid except for any premium paid to us for holiday insurance and amendm22wwwent charges. Should you decide to cancel because of this, you must exercise your right to do so within 14 days from the issue date printed on the invoice.

13. YOUR FINANCIAL PROTECTION

When you buy an ATOL protected air package or flight from us you will receive a confirmation invoice from us (or via our authorised agent through which you booked) confirming your arrangements and your protection under our Air Travel Organiser's Licence number 2893. In the unlikely event of our insolvency, the CAA will ensure that you are not stranded abroad and will arrange to refund any money you have paid to us for an advance booking. For further information visit the ATOL website at www.atol.org.uk

Not all holiday or travel services offered and sold by us will be protected by the ATOL Scheme. Please ask to confirm what protection may apply to your booking.

ACTIONSTRIDE LTD, 427/430 ROYAL EXCHANGE, OLD BANK STREET, MANCHESTER M27EP