

# Essential INFORMATION - APPLICABLE FROM DECEMBER 2023

This Essential Information is to help you prepare and take any necessary actions prior to your forthcoming holiday. Information contained herein and any other relevant information on the website, together with the Booking Conditions, form your contract with us.

## BEFORE YOU BOOK

We do hope that your Just You holiday will meet your expectations so it is very important that you choose the holiday that is right for you. Our Holiday Advisors are happy to share their knowledge. Please make sure you are familiar with the up-to-date travel advice in the destination(s) you will be going to.

Please visit the Foreign, Commonwealth & Development Office website at [www.gov.uk/foreign-travel-advice](http://www.gov.uk/foreign-travel-advice) or [www.gov.uk/travelaware](http://www.gov.uk/travelaware). Packed with essential travel advice and tips, these websites offer a wealth of country specific information including the latest on security, local laws, passport, visa and entry requirements. Keep informed on current travel health news by visiting [www.travelhealthpro.org.uk](http://www.travelhealthpro.org.uk). The advice can change so please check regularly for updates.

You can also access Sherpa via our website at <https://www.justyou.co.uk/sherpa> an online tool that provides up to the minute entry requirements for the country you are visiting.

## AFTER MAKING YOUR BOOKING

Please read your confirmation invoice carefully and let us know immediately if there are any corrections required. If you have not received a confirmation invoice within 7 days of booking your holiday please contact us immediately.

The balance payment for your holiday must be paid no later than 12 weeks before departure unless otherwise stated. The payment deadline will be clearly marked on your confirmation invoice along with details of how to pay online: [www.justyou.co.uk/payments](http://www.justyou.co.uk/payments)

Prior to departure we will send you further information to help you prepare for your trip.

If you have any queries you can either email us at [enquiries@justyou.co.uk](mailto:enquiries@justyou.co.uk) or you can call our Customer Services Department 01858 415 043. Please check our website for the latest opening times.

## YOUR HOLIDAY DIRECTOR

On the majority of our Flight-Inclusive package holidays you will be escorted by a knowledgeable Holiday Director. Please be aware of the following:

On some of our Flight-Inclusive package holidays your Holiday Director will meet you at your UK airport, on others they will meet you at your overseas airport or in your resort.

If you choose to fly to your destination from a regional airport your Holiday Director may not be travelling with you.

Your Holiday Director may not accompany you on your homeward transfer to the airport but they will advise you of the arrangements made on a Flight-Inclusive holiday.

## COACHES

When our packages include coach travel or any other transportation, all customers are required to abide by instructions given by the Holiday Director, Coach Driver or Representative with regards to their health, safety and wellbeing. Regular comfort stops will be taken to ensure a relaxing journey is experienced each day. Some coaches may be equipped with washroom facilities however; it cannot be guaranteed that they will be useable at all times.

Our customers health, safety and wellbeing is of paramount importance and customers are required to adhere to all health and safety requirements and guidelines. Please note that these may vary from country to country.

## RUNNING ORDER OF ITINERARIES

Occasionally we may have to make changes to the running order and inclusions of your holiday itinerary. This could be due to a number of reasons such as public holidays, festivals, weather, traffic conditions or operational reasons and may sometimes be at short notice.

Due to changes in river water levels, river cruise itineraries may occasionally be modified. On the rare occasions that this happens we will act in the best interests of our customers to ensure the enjoyment

of their holiday is not impaired.

## HOTEL ACCOMMODATION

The prices in our brochure/website are based on sole occupancy of a room with private facilities

unless otherwise stated.

Our reference to 'Hotel' covers all accommodation and does not necessarily distinguish between local classifications such as 'Motel' or 'Inn'. It may occasionally be necessary to accommodate you in a different but equal category of hotel to that featured in the brochure/website. If this is known before departure and is a significant change to the confirmed arrangements, we will of course advise you. The confirmed hotel(s) will be advised in your final travel information.

**Porterage:** One bag per person is included on most of our package holidays as stated in the holiday details.

**Voltage/Electrical Items:** The type of plug sockets you can use in your destination can be checked by visiting: [www.worldstandards.eu/electricity/plug-voltage-by-country/](http://www.worldstandards.eu/electricity/plug-voltage-by-country/)

**Swimming Pools:** If your hotel/s has a swimming pool, you may wish to take your own pool towel, as some hotels do not provide these. Please familiarise yourself with the depth of the pool and use the steps provided to access and exit the pool. Diving is not recommended.

**Additional Charges:** Payment for any extras such as drinks, laundry, telephone calls and meals other than those included in your package holiday price are to be made directly to your hotel prior to check out.

On occasion noise from works in the local vicinity of your hotel may occur and these can be unavoidable and unknown to ourselves. We make every effort to ensure your hotel stay is free from disturbance, however this may be out of our control. In addition, unrelated events and local activities may also be taking place. If you do have a complaint at your hotel, or indeed any other service, you must inform your Holiday Director or the hotel direct who will try and resolve the matter as soon as possible.

**Air-Conditioning:** In some hotels, air-conditioning is operated according to individual hotel policy and/or, in some cases, local laws.

## OPTIONAL EXPERIENCES/EXCURSIONS

We want to give you the opportunity to see as much as possible of the countries you are visiting so there will nearly always be a selection of optional excursions. Any optional excursions will of course operate subject to demand, traffic and weather conditions. Changes to the advertised excursion programmes are rare but the excursion providers reserve the right to change excursions and we reserve the right to amend the advertised prices at any time. We advise against the purchase of excursions from hotels or street vendors as these may not have been safety checked and may not meet required local standards or have adequate insurance cover in place. A list of approved excursions will be sent to you, in some cases these may include hotel excursions which have been checked. If you choose to partake in an excursion/activity which is not arranged by us, we advise you check that your travel insurance covers you for that specific activity.

## MAXIMUM GROUP SIZE

Where we display a "Maximum Group Size" icon, the number given will be the maximum expected group size for the tour. Where this may differ is for the 'Discover More' modular tours. We have designed and contracted this holiday with the maximum number of customers in mind and expect and aim to operate to this level. Under exceptional operational conditions, including force majeure, the expected group size may need to be exceeded. This Maximum Group Size is therefore not a condition of booking, though we will use best endeavours to ensure these stated group sizes are adhered to.

## ABOUT OUR FLIGHTS FOR JUST YOU FLIGHT-INCLUSIVE TOURS

The prices for the Flight-Inclusive Tours set out in our brochures/website are based on planned group flights from London.

The actual selling price may vary from that published due to numerous factors including but not limited to; additional taxes or fuel surcharges being introduced, the airline only allowing us to hold a limited number of seats at a pre agreed group rate or because alternative flights are being used.

**Limited availability seats:** Holiday prices are based on limited availability special air fares. Whilst these fares are correct at the time of going to press they may have sold out by the time you make a booking. In this case further seats

will usually be available at a supplement. Such supplements, if any, will be confirmed at the time of booking.

By booking early you maximise your chances of getting on our group flights which ensures you are getting the benefit of our group costs and also reduces the chance of you ever having to pay any flight related supplements or additional costs.

**Baggage Handling and Allowance:** The baggage allowance for all our holidays is one piece of luggage/suitcase - with the dimensions of 76cm x 58cm x 25cm (30" x 23" x 10") maximum weight of 44lb (20kg) per person, plus one standard piece of hand luggage. Irrespective of individual airline allowances the above limits apply. They are set taking account of our wider operational requirements including ground transportations, porterage, etc. To avoid any problems with our transportation providers, possible delays and inconvenience to you and your fellow travellers, please ensure these maximum baggage conditions are adhered to. You are responsible for the carriage and care of your luggage throughout your holiday except for such times as it may be in the hands of the airline. In these such circumstances the airline specific terms and conditions relating to the carriage of luggage apply or when porterage at a hotel on arrival and departure is included. We will not be held responsible for any delays and/or additional costs arising from any breach of the above luggage allowances.

**Airport Taxes:** Any airport taxes and security charges which are payable in advance and therefore form part of the scheduled air ticket have been calculated and included in the price of your holiday. These include the UK Government Airline Passenger Duty and various overseas airport and airline charges where applicable.

At some airports there are also passenger charges which are payable locally. Where possible these will be paid by us on your behalf and included on your confirmation invoice. Some taxes have to be paid locally and we will advise you as soon as we are aware of such charges.

**Fuel Surcharges/Environmental Taxes:** Airlines generally pass on any fuel price increases to customers directly or tour operators when they occur. Occasionally we have no choice but to pass on all or part of these directly to our customers. You will be informed of any fuel related surcharges or new and additional taxes, airport or security charges in place or other sums payable in addition to the advertised price before you pay in full.

**Flight Routings:** On some routes we use a number of indirect flights which may require you to change planes en-route. This may be because we cannot obtain a block allocation of seats on a direct flight or it may be the only option. If you are interested in booking a direct flight with a supplement (where available) please ask one of our Holiday Advisors.

**Flight Schedule Changes:** When you book one of our Flight-Inclusive Tours, your holiday confirmation will contain provisional flight details. We aim to make this as accurate as possible from the start, however, the timings or the flight numbers can change before departure. We will monitor all changes and inform you as soon as possible if there is a change which affects your departure by a considerable time or moves the tour to a different day or significantly affects the tour itinerary. Final timings will be sent about ten days before you travel. If we notify you of a significant change to your holiday and you do not accept the change you must tell us within 7 days of us advising you of the significant change to your holiday. Details of what constitutes a major or minor change is contained within Booking Conditions.

**Airlines and Aircraft:** All prices in our brochures/ on the website are based on air travel in economy class. Passenger travel on scheduled airlines is provided under the conditions of the airline. For a copy of these terms and conditions please go to the appropriate airline's website.

**Change of Airline:** Due to the ever changing nature of the airline business, airlines selected and used for our tours can change after your booking is made, as can flight schedules and timings. This can be for a number of reasons such as the airline withdrawing the flight or operating with smaller aircraft than first planned. Where this is the case we will endeavour to find an alternative with the same carrier or similar flights with another carrier.

## Flight Meals and Medical Equipment Requests:

Although meals are provided on most long haul flights you should be aware that most airlines do not provide complimentary food on shorter flights within Europe. We therefore cannot guarantee that meals will be provided on all flights. Please note, we also cannot guarantee that the airline will be able to fulfil your request for a special dietary meal and any such requests are not a condition of booking. If you require a special dietary meal due to an allergy such as a nut allergy, and the airline provides complimentary meals, we will need you to fill in a medical questionnaire to send to the service provider. The airline will not be able to guarantee that their aircraft meals are 100% nut free and will require you to carry any special medication (such as an EpiPen) in your hand luggage.

If you need to carry a CPAP machine or oxygen cylinders please let us know at the time of booking so we can ensure this request is sent through to the relevant airline. It can take up to 6 weeks for airlines to confirm whether medical requests can be accommodated.

**Seat Requests (Airlines & Trains):** We strongly recommend (particularly if you are flying economy class) that you check in early if you have particular seat requests. Just You has no control over the allocation of seats by the airline. Even if a request has been made to pre-book seats, no guarantee can be made that they will be available on departure. The provision of particular seats does not constitute a term of your contract with us. Please note, suppliers operate older and more modern aircraft within their fleets and we cannot guarantee which type you will travel on as this may be subject to change and general availability. Although some airline/train companies offer the ability to book seats online this may not be the case when booking a holiday through us, as we offer holidays based on special tour operator fares and booking conditions. It is this particularly important to you then please ask about our upgrade options.

**Transfers:** Where your flight inclusive holiday includes scheduled transfers from the destination/departure airport to/from your hotel, these are all based on group transfers and operate at specified times designed around our brochure flights. These transfer times may be adjusted due to airline flight schedule changes. If for any reason flight times change due to delay or cancellation that cause you to miss the scheduled transfers, alternative arrangements will be made for you.

## FREE AIRPORT LOUNGE

Book a Just You Flight-Inclusive Worldwide Holiday and, subject to availability, we will arrange free airport lounge access at the start of your holiday, at your mainland UK departure airport. The location of the lounge will be as determined by our supplier at your UK departure airport. Access to the lounge cannot be guaranteed in peak season and use of the lounge will be in accordance with the terms and conditions of the service provider. Note that European holidays and Jordan holidays in 2023 are not eligible for Free Airport Lounge access.

## HOLIDAYS BY RAIL

Where your holiday includes rail travel, Standard Class fares are included unless otherwise stated.

**Please note: we are unable to provide porterage at stations and you will be required to handle your own luggage.**

You can choose to upgrade your seats on Eurostar to Standard Class Premier. This upgrade also includes first-class tickets for the remainder of your journey aboard local trains, where applicable.

## SMOKING

**E-cigarettes:** Since their introduction, a number of countries have banned or limited the use of e-cigarettes. We recommend you consult with local government websites for the destinations you will be visiting for further information.

## BOOKING ADDITIONAL EXTRAS FOR YOUR HOLIDAY

It is advisable to leave booking travel arrangements to your UK departure point until you have received your final travel documents as timings can change. We can book non-flight arrangements for you and offer the option of cancellation/amendment insurance. Please speak to our Holiday Advisors for more information.

## HEALTH, SAFETY AND WELLBEING

**Customers with Reduced Mobility:** We want to ensure you make the correct choice before

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# Essential INFORMATION

you book your holiday with us. If you have any concerns regarding the suitability of the holiday due to reduced mobility we would encourage you to contact us to discuss these concerns. Our holidays include a comprehensive sightseeing programme, due to the natural terrain of the locations we visit these may be a challenge for anyone with reduced mobility. We also sometimes use different modes of transport to complete our itinerary which includes, though not limited to, boats, trains and jeeps these may also pose a challenge for anyone with reduced mobility. Regrettably motorised scooters are not allowed on our holidays.

**Altitude:** On certain tours you will travel to places at high altitude. If you suffer from heart or respiratory conditions or have any other concerns please consult your doctor.

**Prescribed Medication:** Carry all prescribed medication in your hand luggage.

**Safety:** Although we take every precaution to look after you on tour the responsibility for your personal safety and welfare and the care of your possessions is obviously the same as that which you would exercise whilst at home. It is advisable to avoid carrying your passports/extra cash/credit cards etc. during day to day activities unless required. Whenever possible leave valuables in your hotel safe. Extra care should be taken when walking around cities, especially at night and we recommend that you stay in well lit, populated areas. It is also wise to avoid carrying valuables or wearing expensive jewellery.

Please review the Foreign, Commonwealth & Development Office advice on safety and security for your destination: [www.gov.uk/foreign-travel-advice](http://www.gov.uk/foreign-travel-advice). The Holiday Director/Guide will be on hand to provide any local notifications. For further information on staying safe overseas, please visit: [www.travelhealthpro.org.uk/personal-safety/](http://www.travelhealthpro.org.uk/personal-safety/)

**Age restriction:** You must be 18 years or over to travel on a Just You holiday.

## PASSPORT INFORMATION AND ENTRY REQUIREMENTS

**Passport information:** You must ensure that you have a valid passport. All costs incurred in obtaining such documentation must be paid by you. Some countries do not allow you to enter with certain country stamps. For further information please visit [www.fcgov.uk](http://www.fcgov.uk). If you are not currently in possession of a valid passport please make sure you leave plenty of time before your holiday to apply for this document. Our recommendation is that you should apply for one at least three months before your holiday. The UK Passport Service has to confirm your identity before issuing your first passport and will ask you to attend an interview in order to do this. For further information visit [www.fcgov.uk](http://www.fcgov.uk).

Check the date that your passport expires. When travelling to the EU, the UK Government recommends that you have 6 months left on your passport on the date of your arrival to an EU country. You should also check when your passport was renewed. If you renewed a 10 year adult passport before it expired, extra months may have been added to your passport's expiry date. These extra months over 10 years will not count towards the 6 months that must be remaining. The UK Government has published a website tool to check the validity of your passport under these new rules <https://www.gov.uk/foreign-travel-advice>

**Note:** In many countries, it is now a legal requirement to show some form of identification if requested by the police or authorities, therefore, it is advisable to carry a photocopy of the data page of your passport when out and about. It is your responsibility to ensure that you understand and adhere to all entry requirements

for the countries you're visiting (and what's required upon your return to the UK).

We have partnered with Sherpa, online self service industry experts who can guide you with extensive information around visas and travel restrictions to ensure that you have right travel documentation and all the up-to-date travel requirements that will ensure you have the best holiday experience. Travel requirements per country, can change, Sherpa is the complete service that will ensure you have all the current information so that you are good to go. We recommend that you check the information regularly, along with the Foreign, Commonwealth and Development Office in order to familiarise yourself with any requirements. We're unable to accept any responsibility should you not be able to travel if you have not complied with any passport, entry and immigration requirements. This comprehensive service will ensure you have a worry free and stress free holiday. You can purchase your visa or check your travel requirements on [www.justyou.co.uk/sherpa](http://www.justyou.co.uk/sherpa)

## EUROPEAN HEALTH INSURANCE CARD

The European Health Insurance Card (EHIC) or Global Health Insurance Card (GHIC) allows any EU Citizen to access state medical care when they are travelling in another EU Country. For most people, the UK GHIC replaces the existing EHIC for new applications. You should make sure, and it is a requirement of booking, that you have appropriate travel insurance.

## MEDICAL QUESTIONNAIRE

It is a requirement of the terms and conditions that you complete a medical questionnaire as required to assist Just You to ensure it complies with national and local regulations regarding public health. Failure to complete a questionnaire if required in the stipulated time frames may jeopardise your ability to travel. In these

circumstances if you are denied or unable to travel due to non compliance normal cancellation terms and conditions will apply as contained within these terms and conditions.

This does not replace any official documents you are required to complete in order to travel.

## PUBLIC HOLIDAYS

Experiencing a public holiday in your chosen destination can really enhance your holiday experience, especially if there are local festivals or celebrations. Virtually all countries have public holidays, religious or otherwise. The festivities may temporarily disrupt your package holiday and some religious holidays such as Ramadan, which is observed in many Muslim countries, may result in a reduction of facilities, services and entertainment.

We suggest that you take this into consideration when selecting your departure date. To discover the national holidays in your destination, please visit: [www.timeanddate.com/holidays/](http://www.timeanddate.com/holidays/)

## WEATHER

World weather is becoming more erratic and unpredictable and we cannot be held responsible for disruption to your package holiday or any other holiday arrangement due to bad or unusual weather conditions.

## BROCHURE/WEBSITE DETAILS

We have taken great care to ensure that the details in the brochure/website are correct at the time of their publication. Please bear in mind however that the availability of certain services may vary particularly outside high season periods.

This may be for a variety of reasons, for example, lifts need servicing, swimming pools must be cleaned and outdoor amenities such as chair lifts and cable cars can be affected by weather or lack of demand.

## OUR GUARANTEES TO YOU

### GUARANTEED DEPARTURES

Certain holidays we offer are "Guaranteed Departures." Please note that not all of our departures will be Guaranteed Departures. Our Guaranteed Departures will be flagged on our website next to the departure date. A departure will not be considered a "Guaranteed Departure" unless specifically noted as such on our website. Other dates may be visible to book which are non-guaranteed; these dates may become Guaranteed Departures as the season continues. We guarantee that all scheduled Guaranteed holiday departures booked and secured with a valid deposit will depart as indicated on the applicable confirmation, subject to reasonable itinerary changes as described in these Terms (for example flights, accommodations and principal or regional airports are not guaranteed as these are subject to change and confirmed within your final documents) or good faith, health and safety concerns.

This guarantee is not applicable in the case of Force Majeure, or due to FDCO or Local Government restrictions relating to COVID or where a trip is impacted significantly due to operational reasons outside of our control such as changes by 3rd party suppliers or due to the commercial viability of the trip. Up to date holiday and itinerary information is available on our website or by contacting us. Brochures and other printed materials displaying holiday information and departure dates are subject to change and may not be relied upon for the purposes of this guarantee. If a holiday is cancelled by us before the date of departure for reasons other than Force Majeure, COVID restrictions, operational changes outside of our control as outlined above or the commercial viability of the trip and the cancellation is not caused by your fault or negligence, you will have the choice of accepting from us:

- (a) a substitute holiday of equivalent value
- (b) a substitute holiday of superior value; where there is an increased cost you will be responsible for the difference; or
- (c) a substitute holiday of lesser value if no holiday of equivalent or superior value is reasonably available and to recover from us the difference in price between the price of the holiday originally purchased and the substitute holiday; or

(d) a full refund of all monies paid for the cancelled holiday.

We are not responsible for any incidental expenses or consequential losses that you incur as a result of the cancelled booking including visas, vaccinations, non-refundable flights or rail, non-refundable car parking or other fees, loss of earnings, or loss of enjoyment, we reserve the right to issue a full refund in lieu of the choices above, in our sole discretion. Where a significant element of a holiday as described cannot be provided after departure, we will make suitable alternative arrangements where possible. If it is not possible to provide a suitable alternative or if you reasonably reject any suitable alternatives, we may provide you with a refund for unused products or services as determined in our discretion.

### PRICE MATCH

If you find an identical package holiday offered by one of our competitors (excluding any online special offers or arrangements made by yourself rather than through a tour operator) at a lower price within 7 days of booking with us our 'price match' will apply. By identical, we mean another holiday which:

- Departs on the same day from the same port/airport using the same flight with the same carrier (if Flight-Inclusive).
- Visits the same destination(s).
- Has the same duration (i.e. number of nights).
- Offers the same number of included excursions.
- Features accommodation of the same category and board basis and, where applicable, the services of a Holiday Director/Local Guide.

If this happens we will refund the difference between the cost of the Flight-Inclusive package holiday that you have booked with us and the price of the identical holiday offered by our competitor. Plus we will give you an extra £100 per person towards a future booking. Refunds will be in the form of a credit towards future travel. Applicable to new bookings only.

### CONNECTING FLIGHTS

Book a Just You Flight Inclusive holiday and if you cannot depart directly from your local UK airport we can arrange a connecting flight to London Heathrow or Gatwick for a supplement. The offer

is only applicable when booking a Just You Flight Inclusive holiday. The offer is subject to availability of seats in our contracted classes on the connecting flight on the required dates and suitable timings from / to local UK airport and London Heathrow or Gatwick. Please note that not all local UK airports have routes to or frequent connecting flights to London airports. Routes offered are selected and limited to those enabling a smooth transition to the Tours Principal Flight. Due to timings for early departures from/late arrivals back to the UK for the Just You Flight Inclusive package holiday you may not be able to get a connecting flight on the same day and may need to pay for an overnight hotel at London Heathrow/Gatwick. If you book a Regional Connecting flight with Just You, subject to availability and viable fares your luggage will be checked through from the UK to your destination. If your luggage will not be checked through to your destination, you will be contacted to be made aware. If you arrange your own connecting flight to London Heathrow or Gatwick to join the main flight we will take no responsibility that your luggage will be checked through to your destination. We will also not accept responsibility for any costs or losses due to delays and cancellations and will not be held responsible should you miss the Principal flight from London Heathrow or Gatwick.

### REGIONAL DIRECT/INDIRECT FLIGHTS

Book a Just You Flight Inclusive holiday and if the route is available (some flights may be indirect) you can fly from your local airport for a supplement. The offer is only applicable when booking a Just You Flight Inclusive holiday. The offer is subject to availability of seats in our contracted classes to the destination on the required dates and suitable timings from/to local UK airport. Routes offered are selected and limited to schedules matching the principal flight and itinerary.

Please see below for clarification of flight types:

**Principal Flight** - included in the tour price, the flight departing from London.

**Regional Connecting Flight** - A flight from your local airport to London Heathrow or Gatwick, to connect with our Principal Flight.

**Regional Direct/Indirect Flight** - A flight from your local airport which may be direct or in-direct to your holiday destination.

**Direct** - A flight that travels non-stop to your destination.

**Indirect** - A flight that travels via somewhere else and you are required to get off the plane and potentially board an onward alternative flight. Please speak to one of our Holiday Advisors to check availability of regional departures.

### BOOK TWO OR MORE TRIPS

Save an extra £50 per person when you book two or more different holidays at the same time on the same call, both 8 days or longer, for the same traveller. This offer is combinable with other offers.

The additional £50 per person will be applied to the second and subsequent holiday(s) and will not be transferable should you cancel, unless you are re-booking on the same day. Normal cancellation penalties apply. This offer is for new bookings only and cannot be applied retrospectively.

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