



Terms and Conditions

The services offered by ROCK ROUTES HOLIDAYS (as defined below) can only be used by Customers who have first read these General Terms and Conditions and accepted them unconditionally by clicking on the appropriate box provided for the purpose. It is not possible to proceed with the booking process without this acceptance. Customers undertake to fulfil the obligations contained within these terms and conditions. The agreement between Customers and ROCK ROUTES HOLIDAYS comes into force as soon as ROCK ROUTES HOLIDAYS provides written confirmation of a booking to Customers by email.

Customers should save and/or print a copy of these terms and conditions for future reference when making a booking.

Article 1. Definitions and scope

1.1. Definitions

The following definitions have the same meaning whether they are singular or plural.

'Customer' means a customer who reserves and/or books one or more Services offered on the Website.

'Destination Service' means the offering of tickets to events or tourist attractions at travel destinations, such as concerts or guided tours.

'General Terms and Conditions' means these general terms and conditions for booking and use, as amended from time to time.

'Package Holiday' means a Service as defined in section 3.5 of these General Terms and Conditions.

'Rules and Restrictions' means the terms and conditions applicable to the Suppliers with whom the Customer has concluded a separate contract (such as airlines' Conditions of Carriage).

'Service' means a service offered on the Website, such as the booking of transport services, accommodation services, car hire services, Destination Services, insurance and Flight-Plus bookings and package holidays.

'Supplier' means a supplier of Services, such as an airline, hotel, tour operator (including ROCK ROUTES HOLIDAYS), car hire company, insurance provider or Destination Service supplier.

'Website' means the www.rockroutesholidays.com website.

1.2. Scope

These General Terms and Conditions apply to offering and providing of the Services by ROCK ROUTES HOLIDAYS operates the Website which acts as an interface between the Customer and the various Suppliers offering the Services, including ROCK ROUTES HOLIDAYS.

These General Terms and Conditions are subject to the Suppliers' Rules and Restrictions which are made available to the Customer before any booking is completed and which the Customer also accepts at the moment that a booking is actually placed. It is the Customer's responsibility to familiarise himself/herself with the Suppliers' Rules and Restrictions. The Rules and Restrictions of Suppliers of air transport services are made available prior to making a booking and the specific terms of the relevant Supplier can be re-viewed here. Specific Accommodation Supplier Rules and Restrictions are provided prior to making a booking.

The General Terms and Conditions can be changed by ROCK ROUTES HOLIDAYS at any time without prior notice, although such changes will not apply to bookings that have already been accepted by ROCK ROUTES HOLIDAYS on behalf of the Supplier(s) concerned. It is therefore essential that the Customer reads, saves and/or prints a copy of the General Terms and Conditions at the time the booking is placed, in order to be aware of the provisions in force.

Article 2. Booking via the Website

2.1. The Customer's legal authority

The Website helps the Customer to find travel products and to make the necessary reservations, and acts as an interface in the transactions involved with the Suppliers. The Customer must be at least 18 years old, be legally authorised to enter into contractual obligations, have the requisite consent or authority to act for or on behalf of any persons included in a booking and must use the Website in accordance with these General Terms and Conditions and the Website Terms of Use.

The Customer is responsible for his / her activities on the Website (financially or otherwise), including the possible use of his / her user name and password. The Customer guarantees that the information entered by him / her on the Website in relation to him / her and, if applicable, his / her travelling companions is accurate.

Any use of the Website that is fraudulent or is in conflict with these General Terms and Conditions shall be reason for refusing the Customer access to the Services offered by ROCK ROUTES HOLIDAYS and the Suppliers or to the other functionalities of the Website.

2.2. Confirming and cancelling orders (Subject to Sections 3.5 and 3.6 where applicable)

2.2.1 Confirming

Confirmation of a booking, which includes the essential elements such as the description of the Service(s) booked and the price, will be sent to the Customer by e-mail. If the Customer does not receive a confirmation e-mail within 24 hours of placing the booking, he / she should contact Customer Services at info@rockroutesholidays.com

It is expressly agreed that the data stored in the information systems of ROCK ROUTES HOLIDAYS and / or its Suppliers shall constitute proof with respect to the bookings made by the Customer. Data stored in computers or electronic media are valid proof, and shall therefore be acceptable under the same conditions and with the same evidential value as a physical written document.

2.2.2 Cancellation

Cancellations can be made for flights by calling 00 34 649 514 588.

For hotels, cancellations can be made by calling 00 34 649 514 588.

All such requests will be dealt with on behalf of the Suppliers concerned. The Customer does not have an automatic right of cancellation unless such rights are provided by the individual Suppliers under their Rules and Restrictions (which are provided to the Customer prior to booking).

In the event of cancellation or partial cancellation of a booking by the Customer, charges may be imposed by the applicable Suppliers. Where a cancellation affects more than one person on the booking, any applicable cancellation charge will be applied in respect of each person on the booking.

A Fee may be imposed by the applicable Supplier in the event of a cancellation or change to a booking – please refer to the Rules and Restrictions notified in the booking process for more details.

If the Customer does not present himself / herself at the departure of the trip, refunds will only be due to the Customer in line with the Rules and Restrictions of the applicable Suppliers as notified in the booking process.

We reserve the right to cancel your booking if full payment is not received in a timely fashion.

2.2.3 Change of booking

If after making the booking the Customer wants to change the trip with respect to the date of travel, the destination, the place where the trip starts, the accommodation or the means of transport, the Customer should call 00 34 649 514 588. A fee may be imposed by the applicable Supplier in the event of a change to a booking – please refer to the Rules and Restrictions notified in the booking process for more details.

2.2.4 Reimbursements

In the event of a refund to the Customer after the above deductions, the relevant amounts will be transferred back by the party that took the original payment (such as ROCK ROUTES HOLIDAYS, a Supplier, or such other party as may appear on Customer's credit card or bank statement) to the payment card used to make the original booking. Any booking charges applied will not be eligible for reimbursement. Customers should note that refund of flight bookings may take up to 6 months.

2.2.5 Restricted Fares

Unless otherwise stated by the Customer, it is assumed that the Customer requires the least expensive Services. Such services (e.g. "economy class") may be provided without any possibility of modification or cancellation. In such cases, the Services cannot be provided in a different manner or at a different time or place to those contracted.

2.3. Travel documents

The travel documents provided for a Service ordered through the Website will be sent to the e-mail address given by the Customer when making his / her reservation.

In the unlikely event that physical travel documents are required, these will be sent to the address given by the Customer when making his / her reservation. Travel documents can only be delivered to addresses in United Kingdom.

If the delivery of travel documents is impossible because of an error made by the Customer in providing his / her personal details, neither the Supplier nor ROCK ROUTES HOLIDAYS shall be liable.

Article 3. Specific Services

ROCK ROUTES HOLIDAYS operates the Website, which acts as an interface between the Customer and the Suppliers with respect to offering and supplying all Services.

The purpose of this Article is to provide details of the terms and conditions of use of the Services provided by the Suppliers for the Customer's information. These details are not exhaustive and do not replace the Suppliers' Rules and Restrictions. In the event of any conflict or inconsistency between the General Terms and Conditions and the Rules and Restrictions, the Rules and Restrictions will prevail. The Rules and Restrictions of Suppliers are made available prior to making a booking.

Except in the case of regulatory requirements to the contrary, these details do not give rise to any obligation or liability on the part of ROCK ROUTES HOLIDAYS.

3.1. Air Transport Services

Air transport services may be offered separately or a package holiday and are subject to the Rules and Restrictions (including conditions of carriage, fare rules and restrictions) of the Supplier. The Rules and Restrictions may include restrictions on and/or charges for cancellation and changes. The Rules and Restrictions of Suppliers of air transport services are made available prior to making a booking and the specific terms of the relevant Supplier can be re-viewed here.

Any money paid to an authorised agent (for the purpose of the Air Travel Organisers Licensing Regulations 2012) of ROCK ROUTES HOLIDAYS in respect of a flight-inclusive Package Holiday is held by that agent on behalf of and for the benefit of the Trustees of the Air Travel Trust at all times, but subject to the agent's obligation to pay it to ROCK ROUTES HOLIDAYS for so long as ROCK ROUTES HOLIDAYS do not fail financially. If ROCK ROUTES HOLIDAYS do fail financially, any money held at that time by the agent or subsequently accepted from the Customer by the agent, is and continues to be held by that agent on behalf of and for the benefit of the Trustees of the Air Travel Trust without any obligation to pay that money to ROCK ROUTES HOLIDAYS.

If ROCK ROUTES HOLIDAYS receives payment on behalf of the Supplier from the Customer for a booking of air transport services, ROCK ROUTES HOLIDAYS acts as agent of the Supplier of the relevant air transport services. This means the Customer's contract for the air transport services is between the customer and the Supplier of the relevant air transport services. The Rules and Restrictions of Suppliers of air transport services can be re-viewed here.

Prices and fees for some low-cost flights originating outside of the UK may be in another currency (e.g. EUR), which we will provide an estimate for in GBP. The actual amount charged by the low-cost carrier may slightly differ due to varying exchange rates applied by different card issuers. In addition, your statement may include a non-sterling transaction fee charged by your card issuer to process the transaction. ROCK ROUTES HOLIDAYS is not associated with these additional fees and will not be held liable for any fees relating to varying exchange rates and card issuer fees.

3.1.1. Air transport terms and conditions

The Customer is responsible for complying with the instructions of the airline and/or tour operator, in particular with respect to flight check-in times. In particular, the Customer acknowledges and agrees that:

ROCK ROUTES HOLIDAYS, has no control over the allocation of seats on any air transport, even if pre-booked with the airline, and does not guarantee that specific seats will be available on departure.

ROCK ROUTES HOLIDAYS, has no control over any indications of the hours spent flying which are provided by the Supplier of the relevant air transport and are given for guidance only and are subject to alteration and confirmation.

It is the Customer's responsibility to confirm his / her return flight in accordance with the requirements of the Supplier of the relevant air transport.

If Customer books a return journey and does not use the outward flight, the airline may cancel the return flight without refund. This also applies if the return flight is not taken and insofar as the travel is not taken at all. The Customer must use flight tickets in sequence.

In the case of special or charter flights, the name of the airline, the flight schedule, the aircraft type, the itinerary and possible intermediate stops are only given as an indication of the outward and return flights in the trip. In accordance with a Supplier's Rules and Restrictions, these flights, aircraft types and flight numbers can be subject to change, and can be moved by up to 24 hours, even after confirmation.

Additional charges may be imposed by some airlines for meals, luggage, preferred seat selection, etc. ROCK ROUTES HOLIDAYS is not responsible for such charges and information on charges shown on the Website are for information only and may be amended by airlines at any time.

The Customer must comply with all air transport Supplier's Rules and Restrictions on the carriage of pregnant women.

The Customer must comply with the air transport Supplier's Rules and Restrictions on the carriage of children and in particular that children older than 2 years on the return date must have a return ticket at a child fare for both the outbound and inbound flights. Customers who do not comply with this will not be eligible for a refund of any seat charges incurred during travel. Children under 2 years will not be allocated their own seat in the aircraft, unless a child fare has been booked for them. Unaccompanied children under 14 will only be carried in accordance with the air transport Supplier's Rules and Restrictions.

The Rules and Restrictions of Suppliers of air transport services are made available prior to making a booking and can be re-viewed here.

3.1.2 Combined one-way tickets

ROCK ROUTES HOLIDAYS may offer Customers the opportunity to book a combination of two one-way tickets instead of a roundtrip ticket. Combined one-way tickets may provide a greater choice of flights, are often cheaper and can be combined on the same airline or on different airlines.

Unlike roundtrip tickets, each one-way ticket is subject to its own rules, restrictions, and fees. If one of these flights is affected by an airline change (e.g. cancellation or rescheduling) that causes a Customer to make changes to the other flight, the Customer will be responsible for any fees incurred for making changes to the unaffected flight.

3.1.3. Administrative and / or health regulations

International Travel: you are responsible for ensuring that you meet foreign entry requirements and that your travel documents, such as passports and visas (transit, business, tourist, and otherwise), are in order and any other foreign entry requirements are met. ROCK ROUTES HOLIDAYS has no special knowledge regarding foreign entry requirements or travel documents. We urge customers to review travel prohibitions, warnings, announcements, and advisories issued by the relevant governments prior to booking travel to international destinations.

Health: Recommended inoculations for travel may change and you should consult your doctor for current recommendations before you depart. It is your responsibility to ensure that you meet all health entry requirements, obtain the recommended inoculations, take all recommended medication, and follow all medical advice in relation to your trip.

Disinsection: Although not common, most countries reserve the right to disinsect aircraft if there is a perceived threat to public health, agriculture or environment. The World Health Organization and the International Civil Aviation Organization have approved the following disinsection procedures: (1) spray the aircraft cabin with an aerosolized insecticide while passengers are on board or (2) treat the aircraft's interior surfaces with a residual insecticide while passengers are not on board.

For UK citizens a valid 10-year passport is necessary for all holidays offered on the Website. Some overseas countries have an immigration requirement that a Customer's passport is valid for a minimum period after the Customer enters that country, typically 6 months. If a Customer's passport is in its final year of validity, the Customer is advised to confirm the requirements of the destination before making final travel plans. The name on the passport must match the name on the ticket, otherwise the Customer may not be able to travel and insurance may be invalid.

British citizens are advised to consult the Identity and Passport Service for additional information on passport requirements. For information on visa requirements, Customers are advised to contact the embassy of the country they propose to visit. Non-British citizens are advised to consult their embassy or passport office for information and advice on visa and passport requirements required for the countries they propose to visit.

Please note: It can often take some time to obtain a visa, so Customers are advised to apply in plenty of time. Requirements may change and you should check for up-to-date information before booking and departure. We accept no liability if you are refused entry onto a flight or into any country due to your failure to carry the correct and adequate passport, visa, or other travel documents required by any airline, authority, or country, including countries you may just be transiting through. This includes all stops made by the aircraft, even if you do not leave the aircraft or airport.

Although most travel, including travel to international destinations, is completed without incident, travel to certain destinations may involve greater risk than others. ROCK ROUTES HOLIDAYS urges passengers to review any travel prohibitions, warnings, announcements and advisories issued by The Foreign and Commonwealth Office Travel Advice Unit prior to booking travel to international destinations.

All travelers wishing to enter or transit through the USA under the Visa Waiver Program (VWP) must apply for authorization to travel using the Electronic System for Travel Authorization (ESTA). Please allow sufficient time when making an ESTA application. It is recommended that such an application is made at least 72 hours before departure. For further information please visit the US Department of Homeland Security's website at <https://esta.cbp.dhs.gov>

A number of governments are introducing new requirements for air carriers to provide personal information about all travelers on their aircraft. The data will be collected either at the airport when a Customer checks in or in some circumstances when the Customer makes his/her booking. Accordingly, the Customer is advised to allow extra time to check in for his/her flight.

3.1.4. Special fares

The flight routes offered may include special fares which offer the best price, but do not necessarily take the most direct route. Some itineraries require a change of aircraft en-route. A flight that is described as direct is one where there is no need to change aircraft during the journey, however, stops may be made en-route for re-fuelling or to let passengers on and/or off. Details of any stops will be given during the booking process and are clearly identified both on the Website and on a Customer's email confirmation.

Many, but not all, airlines provide special fares for children under 2 years and for pensioners. These discounts depend on the airline, the flight concerned, the availability of seats and the passenger's age.

Airmiles and vouchers from loyalty Programs may not be used when booking flights through the Website.

If the Customer has benefited from a discount, the associated special fares will be shown during the booking process before he / she confirms the reservation.

3.1.5. Liability

The Customer is reminded that an airlines' liability for death, personal injury and other damages is normally limited by national law, by an international air transport treaty, or by the airline's own Rules and Restrictions including their conditions of carriage.

3.1.6. Electronic ticket

An electronic ticket is a ticket with no physical form. When using this type of ticket, the Customer must go to the check-in desk of the airline concerned and show a valid travel document (passport, visa, identity card, etc.) in order to obtain his / her boarding card. The Customer must strictly observe the times for checking in.

3.1.7. No replacement passengers

Replacement passengers for flights may not be put forward.

3.1.8. Operating airlines

Customers are advised that in some cases flights booked with one airline may be operated by another airline – details of the operating airline, where different, are indicated on the Website. The operating airline will charge the Customer for the flight and will appear as the merchant on the Customer's credit card or bank statement. Payment may also be charged by other Suppliers for the Services booked however the total amount charged will not exceed the total price of the Services.

3.1.9. Denied Boarding Compensation

If an airline cancels or delays a flight, is unable to provide previously confirmed space, fails to stop at a Customer's stop-over or destination point, or causes a Customer to miss a connecting flight on which a Customer holds a reservation, the Customer may be entitled to certain remedies from the airline.

3.2. Accommodation Services

Accommodation may be offered separately or as part of a package holiday. The Services are subject to the Rules and Restrictions of the Suppliers offering the accommodation which will be made available before booking. The Rules and Restrictions may include restrictions on and/or charges for cancellation and/or changes imposed by the Suppliers.

Subject to section 3.2.6 and 3.2.7., any pre-paid "pay online now" hotel bookings and ROCK ROUTES HOLIDAYS Rate hotel bookings will require that a Customer's credit card is charged for the full payment upon reservation. Other hotel bookings will require bank card or credit card details to secure the reservation and final payment will be settled directly with the hotel during the stay. Please refer to the details shown during the reservation process to confirm how and when payment will be made. Prices shown on the Website do not include any fees or charges for optional supplements, including minibar snacks or telephone calls.

If a Customer does not show for the first night of the reservation and plans to check-in for subsequent nights in the reservation, the Customer must confirm the reservation changes with ROCK ROUTES HOLIDAYS no later than the original date of check-in to prevent cancellation of the whole reservation. If the Customer does not confirm the reservation changes with ROCK ROUTES HOLIDAYS the whole reservation may be cancelled and refunds will only be due to the Customer in line with the Rules and Restrictions of the applicable Supplier as notified in the booking process.

Any Customer who does not cancel or change their reservation before the cancellation policy period applicable to the hotel which varies by hotel (usually 24 to 72 hours) prior to the date of arrival will be subject

to the charges shown in the Rules and Restrictions for the hotel reservation. Customers should note that some hotels do not permit changes to or cancellations of reservations after they are made and these restrictions are shown in the Rules and Restrictions for the hotel reservation.

You may not book more than 8 rooms online for the same hotel/stay dates. If we determine that you have booked more than 8 rooms in total in separate reservations, we may cancel your reservations, and charge you a cancellation fee, if applicable. If you paid a non-refundable deposit, your deposit will be forfeited. If you wish to book 9 or more rooms, you must complete the group travel form online. One of our group travel specialists will research your request and contact you to complete your reservation. You may be asked to sign a written contract and/or pay a non-refundable deposit if required by the hotel.

3.2.1. Use of rooms

The Customer is reminded that, in general, rooms are only available from 14:00 and have to be vacated by 12:00, irrespective of the time of arrival or departure or the means of transport used.

Single rooms generally have one bed and a supplement is often payable for these rooms. Double rooms usually have either two single beds or one double bed.

3.2.2. Classification

The indication of the comfort level given to hotels in the descriptions on the Website corresponds to a classification based on local standards in that country, which can differ from standards in United Kingdom. This classification is provided only as an indication. Customers should be aware that standards can vary between hotels of the same class in different countries, and even in the same country. It is important to read carefully the individual hotel descriptions. Accommodation in all hotels, whatever the rating, is in standard rooms unless otherwise stated.

1 star: These have the lowest prices. The accommodation meets the minimum requirements for facilities and is in general clean and simple.

2 stars: Simple accommodation with a little more attention to style and ambiance, yet still for a low price. The facilities and the service are limited. A certain number of public rooms, a shop or, for example, a café could be included.

3 stars: For the traveller who wants a little more and appreciates service, quality, style and comfort. Also recommended for families. There are conference rooms and/or a restaurant, and sometimes other facilities, such as a swimming pool or services for business travellers.

4 stars: First-class accommodation for the more demanding guest. Attention has been paid to luxury, hospitality and service. A top-quality restaurant and a wealth of facilities can be expected at these reliable hotels. First-class accommodation for business travellers.

5 stars: Top-class accommodation that meets the highest requirements. These hotels offer impeccable personal service, tasteful and elegant facilities and all possible comfort. The best hotels in the world.

It is possible that, from time to time, for technical reasons (for example a hotel is overbooked due to connectivity issues with the hotel) for reasons of force majeure (for example hotel is closed due to a hurricane) or because of the actions of a third party (for example the room booked is unavailable due to hotel maintenance issues), a hotel booking is cancelled or amended. Should such events occur, ROCK ROUTES HOLIDAYS will make all reasonable efforts to notify the Customer of this as soon as possible and where possible will offer alternative accommodation in a hotel in at least the same star classification with similar services. If this offer is not taken by the Customer, ROCK ROUTES HOLIDAYS will ensure that all monies paid in respect of the hotel booking are refunded. If appropriate, for example where a technical issue on the part of ROCK ROUTES HOLIDAYS has caused a booking to be cancelled or amended and such cancellation or amendment directly causes loss to the Customer, ROCK ROUTES HOLIDAYS will also pay reasonable compensation to the Customer.

3.2.3. Activities

It is possible that, from time to time particular activities offered by the Suppliers that are shown in the description of the accommodation on the Website are cancelled, for example as a result of weather conditions or force majeure, during out-of-season stays, or if the required number of participants for the

activity is not achieved.

Where sightseeing is concerned, the sequence of the various tourist attractions is shown only as an indication. This can be changed by the Suppliers.

3.2.4. Meals

If meals are part of an accommodation package, the number of meals depends on the number of overnight stays. Full board normally includes breakfast, lunch and dinner. Half board normally includes breakfast and either lunch or dinner, depending on the package. Accommodation which includes main meals generally commence with dinner on the day of arrival at the hotel and terminate with breakfast (on half board) or lunch (on full board) on the day of departure. If one or more meals cannot be taken, no refunds will be made.

The Customer is reminded that, unless specified otherwise on the Website, drinks are not included with meals. If drinking water is not available, the Customer will bear the cost of buying it himself / herself.

Parents are advised to bring special food for their baby with them, as this is not always available locally.

3.2.5. Taxes

The local authorities in certain countries may impose additional taxes (tourist tax, etc), which generally have to be paid locally. The Customer is exclusively responsible for paying such additional taxes. The amount of taxes can change between booking and stay dates. In the event that taxes have increased as at your stay date, you will be liable to pay taxes at the new higher rate.

3.2.6 PAY NOW ONLINE OR PAY LATER AT HOTEL

With hotels, the Customer may be presented with the payment option to "pay online now" or "pay at hotel later". If the Customer selects the "pay online now" option, ROCK ROUTES HOLIDAYS will charge the amount to their credit card in British pounds sterling immediately. If the Customer selects "pay later at hotel", the hotel will charge the Customer's credit card in the local currency of the relevant hotel at the time of the Customer's stay. In addition to any other taxes and fees payable by the Customer as set out in these General Terms and Conditions, taxes and fees may vary depending on which payment option the Customer chooses. Please note that some hotels may require a deposit which may or may not be refundable (please see Suppliers Rules and Restrictions). Tax rates and foreign exchange rates could change in the time between booking and stay. Your credit card provider may also charge a foreign currency conversion fee.

3.3. Car hire

Car hire services are offered. These Services are subject to the Rules and Restrictions of the car rental companies.

3.3.1. Method of payment

The Customer making the booking must present a credit card when collecting the vehicle. Debit cards are not accepted and the Customer must check which credit cards are accepted by the Supplier.

The Supplier may submit an authorisation request to the credit card company during the period of car hire by way of a deposit. The Customer must therefore contact his / her credit card company to ensure the payment card limit is suitable for this purpose.

If the Customer does not comply with the terms set out above, the Supplier will not make the vehicle available and the full price of car hire will be charged.

3.3.2. Supplements

Additional charges may be payable locally such as refuelling, additional driver charges, young driver surcharge and delivery and collection fees.

An excess amount may be applicable in the event of theft or damage to the hire car. This will vary depending on the Supplier and country of rental. Purchase of an optional insurance locally (called super CDW or super TP) will remove/reduce the excess applicable. The Customer acknowledges that in no event shall ROCK ROUTES HOLIDAYS and/or Suppliers including ROCK ROUTES HOLIDAYS be liable for such excess or

provision of additional insurance as detailed or otherwise.

Petrol is not usually included in the hire tariff. For the hire of vehicles in certain countries, such as the United States of America, certain Suppliers automatically add charges for filling the fuel tank when the vehicle is returned. In addition, certain Suppliers charge a supplement if snow tyres are used.

Unless agreed otherwise, the Customer must return the vehicle to the branch of the Supplier from which it was collected. If the Customer does not comply with this, the Suppliers may charge a one-way supplement.

Child seats are available on request and are payable locally.

3.3.3. Collection/use of the vehicle

Drivers must usually be aged between 21 and 65 although this can vary between Suppliers and from country to country. It is the Customer's responsibility to check this with the Supplier. Additional charges may also apply if any driver is aged below 30.

All drivers must produce a full valid driving licence for the category of vehicle rented when taking delivery of the hire car. The driving licence must be held for at least one year (although again this may vary between Suppliers as well as from country to country) and an international driving licence may be required. Customers should check the Rules and Restrictions of the Supplier offering the car-hire for details of all applicable criteria for booking car-hire.

The Customer is reminded that some Suppliers do not permit the rented vehicle to be used outside the country in which it has been rented.

No refunds shall be given in relation to non-utilised rental days.

3.4. Destination Services

Destination Services may be offered separately or as part of a package holiday. These Services are subject to the Rules and Restrictions of the Suppliers offering the local activities and are not usually transferable, nor eligible for refunds or changes (unless cancelled by the Supplier).

3.4.1. Activities

It is possible that, occasionally, Services offered by the Suppliers that are shown in the description on the Website are cancelled for reasons such as weather conditions, force majeure, out-of-season stays, or if the required number of participants for the activity is not achieved. Customers are referred to the applicable Supplier's Rules and Restrictions in relation to refunds in such circumstances.

3.5. Package holidays

Package holidays are provided by Suppliers such as ROCK ROUTES HOLIDAYS and are subject to the Rules and Restrictions of the providers of the holidays. Customers must read these Rules and Restrictions before booking.

A package holiday is a trip, for a single price, with a stay of longer than 24 hours (or including an overnight stay), in which at least two of the following three elements are offered.

- transport; - accommodation; - a tourist service that does not form part of the transport or accommodation, but is a significant part of the total price. The sale of package holidays is governed by the Package Travel, Package Holidays and Package Tours Regulations 1992. These provisions are supplemented by the following conditions.

3.5.1. Reservations

Acceptance by the Supplier of reservations made by the Customer will depend on availability of the package holidays. Suppliers do not have to give reasons for refusing to accept a reservation.

Acceptance by the Supplier is formalised by sending a confirmation of reservation by e-mail within ten days of a booking being placed by the Customer. No amount will be charged to the Customer until the time of confirmation by the Supplier(s) of the availability of the service.

3.5.2. Prices

The trip descriptions on the Website specify the Services included in the price for each trip. Prices are shown in EUROS.

The Customer should be aware that the local authorities in certain countries can impose additional taxes (tourist tax, etc), which have to be paid locally. The Customer is exclusively responsible for paying such additional taxes.

Unless expressly stated otherwise, prices do not include insurance, airline services, excess baggage charges, transport from the airport to the accommodation, visa and vaccination charges or any personal expenses (laundry, telephone, drinks, room service, tips, etc.), nor excursions or the use of sports facilities, nor any more general costs that are not expressly included in the confirmation of reservation.

The prices shown on the Website can be changed at any time without prior notice. Such changes do not apply to reservations already accepted, unless the changes were made more than 30 days before the intended departure date as a result of fluctuations in transportation costs, fuel costs, dues, taxes, fees such as landing taxes or embarkation/disembarkation fees at ports/airports and exchange rates. Supplier will absorb - and the Customer will not be charged for - any increase equivalent to 2% of the price of the total travel arrangements, excluding insurance premiums. The Customer will be charged for the amount over and above this. If this means the Customer has to pay an increase of more than 10% of the price of the total travel arrangements, the Customer will have the option of accepting an alternative holiday if Supplier is able to offer one (if this is of equivalent or higher quality the Customer will not have to pay more but if it is of lower quality the difference in price will be refunded), or cancelling and receiving a full refund of monies paid.

If ROCK ROUTES HOLIDAYS and/or Supplier becomes aware of or is notified of any fraud or illegal activity associated with the payment for the booking, the booking will be cancelled and the Customer shall be liable for all the expenses arising from such cancellation, without prejudice to any action that might be taken against him / her.

3.5.3. Cancellation and change by the Customer

3.5.3.1 Cancellation

Requests by the Customer for cancelling or changing a trip must be submitted by telephone by calling 00 34 649 514 588. Such requests will be dealt with on behalf of the Suppliers concerned.

In the event of cancellation of the package holiday booking by the Customer, ROCK ROUTES HOLIDAYS & Supplier can require compensation to cover the costs of the travel arrangements already made. In addition to this, a standard cancellation charge may be made by the Suppliers of each element of the package holiday in respect of each cancellation. Where a cancellation affects more than one person on the booking a cancellation charge will be applied in respect of each person on the booking.

If the Customer does not present himself / herself at the departure of the trip and/or fails to use some or all of the Services booked, refunds will only be awarded to the Customer in line with the Rules and Restrictions of the applicable Suppliers as notified in the booking process. The Rules and Restrictions of Suppliers of air transport services are made available prior to making a booking and can be re-viewed here. Specific Accommodation Supplier Rules and Restrictions are provided prior to making a booking.

3.5.3.2 Effects of Cancellation

Please note that packages are subject to the Rules and Restrictions of the Supplier and separate cancellation charges imposed by the Supplier may apply.

3.5.3.3 Change of booking

If after making the booking a Customer wants to change the trip with respect to the date of travel, the destination, the place where the trip starts, the accommodation or the means of transport, the Customer should call 00 34 649 514 588. A fee may be imposed by the applicable Suppliers in the event of a change to a booking – please refer to the Rules and Restrictions notified in the booking process for more details.

3.5.3.4 Replacement of Participant

A registered participant in a trip can be replaced by a third party if ROCK ROUTES HOLIDAYS are informed of this at least 15 days before the start of a trip. However, ROCK ROUTES HOLIDAYS can object to the change of traveller if the traveller does not comply with the Supplier's Rules and Restrictions or their participation is in conflict with legal regulations. If a replacement person enters into the contract, then the Customer, together with that replacement person, are jointly and severally responsible for the cost of the trip and any additional costs (including administration fee) arising from the inclusion of the third party and including any cost to ROCK ROUTES HOLIDAYS for making the change.

3.5.4 Cancellation and change by ROCK ROUTES HOLIDAYS

3.5.4.1 General

ROCK ROUTES HOLIDAYS will inform Customers immediately of changes or differences to their travel arrangements. Changes or differences to the travel contract that become necessary after the contract has been concluded and are not brought about by ROCK ROUTES HOLIDAYS in bad faith are permitted insofar as the changes or differences are not significant and they do not affect the overall character of the trip booked. Flight time information cannot be considered binding. The same rights apply to the altered arrangements as applied in respect of the original arrangements.

3.5.4.2 Price Changes

If the time between booking and the agreed date of travel is greater than 30 days, ROCK ROUTES HOLIDAYS retains the right to change the prices agreed at the time of booking to reflect increases or decreases in transport costs (including fuel costs); payments for dues, taxes, fees such as landing taxes or embarkation or disembarkation fees at ports/airports; and change to the applicable exchange rates if the increase or decrease per person or per seat has an effect on the cost of the trip. ROCK ROUTES HOLIDAYS will absorb - and Customers will not be charged for - any increase of up to 2% of the price of the total travel arrangements, excluding insurance premiums and any amendment charges. Customers will be charged for the amount over and above this. If this means the Customer has to pay an increase of more than 10% of the price of the travel arrangements, the Customer will have the option of accepting an alternative holiday if ROCK ROUTES HOLIDAYS are able to offer one (if this is of equivalent or superior quality the Customer will not have to pay more but if it is of lower quality the difference in price will be refunded), or cancelling and receiving a full refund of monies paid. Should the price of the holiday decrease by more than 2% of the holiday cost due to the changes mentioned above the Customer will receive any refund due.

There will be no price changes within 30 days of the date of travel.

3.5.4.3 Significant changes

In the case of a significant change to their trip, Customers have the right to cancel the travel contract and receive a refund of all monies paid, to take a replacement package of equivalent or superior quality at no additional cost to them (if ROCK ROUTES HOLIDAYS are able to offer them such a trip) or to take a replacement package of lower quality (again if ROCK ROUTES HOLIDAYS are able to offer them such a trip) in which case ROCK ROUTES HOLIDAYS will refund Customers the difference between the cost of their original package and their replacement package. Customers must exercise their rights as detailed in section 3.5.4.2 and 3.5.4.3 as soon as possible after ROCK ROUTES HOLIDAYS have informed them of a price increase or other significant change to their trip.

In the event that a significant change occurs, ROCK ROUTES HOLIDAYS will pay the Customer compensation as shown in the compensation table below, unless the change is as a result of situations outside ROCK ROUTES HOLIDAYS control which neither ROCK ROUTES HOLIDAYS and/or the Suppliers could foresee or forestall even with all due care. ROCK ROUTES HOLIDAYS considers the following to be examples of significant changes to the Customer's holiday and will pay compensation dependant on the time before their departure that ROCK ROUTES HOLIDAYS notifies the Customer about the change:

Change of accommodation to a hotel in the same area;

Change of flight departure time by more than 12 hours;

Change of departure airport to an airport in a different city;

Change in the length of the holiday;

Change of departure date

Price increase of more than 10%.

In the event of more than one significant change to the Customer's holiday ROCK ROUTES HOLIDAYS will only pay compensation in respect of a single change per full fare paying adult.

Compensation Table

Time before departure date (days)	Compensation (£)
60+	0
60-42	10
41-28	20
27-15	30
14-0	50

3.5.5 Changes by ROCK ROUTES HOLIDAYS: during travel

If, after the Customers' departure, a significant part of their pre-booked holiday arrangements cannot be provided, Customers will be offered a suitable alternative if possible at no additional cost to them. If it is not possible to offer Customers a suitable alternative or Customers do not accept the alternative arrangements for good reason, ROCK ROUTES HOLIDAYS will return Customers to the place of their departure or to another location to which they agree. If appropriate, ROCK ROUTES HOLIDAYS will also pay compensation to Customers. The amount of compensation will be reasonable, taking account all the circumstances.

3.5.6 Supplier Rules and Restrictions

ROCK ROUTES HOLIDAYS works with Suppliers of travel products such as airlines and hotels, but does not control these Suppliers. The Services are subject to the Rules and Restrictions of the Suppliers offering the travel products. The Rules and Restrictions of Suppliers of air transport services and accommodation services are made available prior to making a booking.

3.5.7 Force Majeure

If an unforeseen force majeure event which could not have been avoided if all due care had been exercised impedes implementation of the trip to a major extent, endangers it or interferes with it, then either party can terminate the contract. Where ROCK ROUTES HOLIDAYS is the party affected by the force majeure, ROCK ROUTES HOLIDAYS will provide Customers with prompt assistance and take the necessary measures to bring Customers back to the place where their package started. Any additional costs of the return transport will be covered by ROCK ROUTES HOLIDAYS. Where Customers are the party affected by the force majeure, ROCK ROUTES HOLIDAYS will not be obliged to refund them any sum for services which have not yet been performed. Customers will also be responsible for paying any additional costs associated with getting back to the place where their package began.

3.5.8 Issues During Travel

3.5.8.1 Redress and obligation to co-operate

If the trip is not implemented in accordance with the contract, the Customer can ask for redress during the trip. The Customer's co-operation is necessary here. Customers are therefore obliged to do everything reasonable to resolve the fault. Customers must avoid damage where possible, or at least use all reasonable endeavours to limit it. Customers are obliged to report deficiencies in the trip. If the trip documents do not refer to a local representative, please contact ROCK ROUTES HOLIDAYS directly to report any problems. Quote in any case the trip number, the destination and the dates of travel.

Customer Service tel: 00 34 649 514 588

Lines open: daily from 08.00 - 22.00

ROCK ROUTES HOLIDAYS, or any relevant local representative, will use prompt efforts to find appropriate solutions to any reported problems.

Except as provided in the Package Travel, Package Holidays and Package Tours Regulations 1992, ROCK

ROUTES HOLIDAYS will not be responsible for any issues arising as a result of circumstances that cannot be attributed to ROCK ROUTES HOLIDAYS.

3.5.9 ROCK ROUTES HOLIDAYS Liability

Own performance. As a careful business, ROCK ROUTES HOLIDAYS is responsible for:

- preparation of the trip
- careful selection and monitoring of Suppliers
- accuracy of description of travel offerings displayed on the Website
- implementation of the travel contract

Work for and by third parties. Unless required by The Package Travel, Package Holidays and Package Tours Regulations 1992 or other mandatory legal requirements, ROCK ROUTES HOLIDAYS is not responsible for shortcomings in arrangements brokered by parties other than ROCK ROUTES HOLIDAYS.

3.5.10 Limitation of Liability

Contractual limitation of liability.

ROCK ROUTES HOLIDAYS does not limit its liability for (i) loss caused by its fraud or fraudulent misrepresentation (ii) loss arising from death or personal injury caused by its negligence; or (iii) any other loss that may not be excluded or limited by applicable law. Otherwise ROCK ROUTES HOLIDAYS shall be liable only for losses which arise directly: (a) from its breach of a legal duty of care; or (b) are a result of its breach of these General Terms and Conditions, and that liability is at all times limited to a sum equivalent to three times the cost of the relevant travel product.

Limitation of third party liability

Claims against ROCK ROUTES HOLIDAYS for compensation are limited or excluded insofar as international treaties or other legal regulations that limit or exclude liability apply to the arrangements to be provided. Liability for air transport is governed by the applicable stipulations of international treaties including Warsaw, Montreal and The Hague Convention. These treaties limit the liability of the air carriers for death or causing physical injury (in respect of non-EU airlines only) as well as for the loss of or damage to baggage. Liability in the case of carriage by ship is also governed by the relevant legal or treaty stipulations.

3.5.11 Lapsing of Liability and Limitation Complaints Period

Claims based on implementation of the trip not being in accordance with the contract should be submitted within 30 days of the contractually-scheduled end of the trip. In that case, call our service number 00 34 649 514 588. Claims should be made in writing, in Customer's own interest. The limitation period begins on the day on which the trip should end, based on the contract.

Article 4. General

4.1. Travel Destinations

Although most travel, including travel to international destinations, is completed without incident, travel to certain destinations may involve greater risk than others. ROCK ROUTES HOLIDAYS advises Customers to review any travel prohibitions, warnings, announcements and advisories issued by The Foreign and Commonwealth Travel Advice Unit and displayed on their website: www.fco.gov.uk/travel prior to booking travel to international destinations.

By offering travel to particular international destinations, ROCK ROUTES HOLIDAYS does not represent or warrant that travel to such destinations is advisable or without risk, and is not liable for damages or losses that may occur from travel to such destinations.

4.2. Prices

The price of the Services will be as quoted on the Website from time to time, except in cases of obvious

error. Prices are liable to change at any time, but changes will not affect bookings already accepted except as stated in section 3.5.2 above. ROCK ROUTES HOLIDAYS may in some cases levy a booking fee in relation to some flight transactions made on the Customer's behalf. The Customer will be notified of all applicable charges at the time of booking. Despite ROCK ROUTES HOLIDAYS best efforts, some of the Services listed on the Website may be incorrectly priced. ROCK ROUTES HOLIDAYS EXPRESSLY RESERVES THE RIGHT TO CORRECT ANY PRICING ERRORS ON OUR WEBSITE AND/OR ON PENDING RESERVATIONS MADE UNDER AN INCORRECT PRICE. IN SUCH EVENT, IF AVAILABLE, WE WILL OFFER YOU THE OPPORTUNITY TO KEEP YOUR PENDING RESERVATION AT THE CORRECT PRICE OR WE WILL CANCEL YOUR RESERVATION WITHOUT PENALTY. ROCK ROUTES HOLIDAYS is under no obligation to provide Services to a Customer at an incorrect (lower) price, even after Customers have been sent confirmation of their booking.

4.3. Photographs and illustrations

ROCK ROUTES HOLIDAYS does its utmost to provide photographs and illustrations that give the Customer a depiction of the Services offered. The purpose of these photographs and illustrations is to show the Customer the level of accommodation and the degree of comfort, and they must not be considered to be making any representation that exceeds this purpose.

4.4. Insurance

The prices on the Website do not include travel insurance. The Customer is therefore advised to take out insurance that covers the consequences of certain cases of cancellation and an additional policy that provides cover for certain special risks such as the cost of repatriation in the event of an accident or illness. It is the Customer's responsibility to ensure any insurance policy taken out is adequate to cover their requirements.

The risks covered by these policies, as well as the cost and the amount of cover, are shown on the Website only for the purpose of illustration. In the event that a policy is concluded, the insurer will send the policy to the Customer. Claims must be submitted directly to the insurance company in accordance with the terms and conditions of the policy.

Article 5. Financial conditions and payment procedures

5.1 Local taxes and Payments

Unless specified otherwise in the Rules and Restrictions, the prices of the Services shown on the Website are expressed in EUROS, excluding local taxes imposed by the authorities in some countries.

The price of Services booked on the Website or by telephone must be paid either to (i) ROCK ROUTES HOLIDAYS which will accept such payments on behalf of the Suppliers, and/or (ii) directly to the Suppliers.

Payment may be charged by more than one party (as will be shown on the Customer's bank or credit card statement) however the total amount charged will not exceed the total price of the Services.

The Customer shall provide the details of his/her payment card and the Supplier or ROCK ROUTES HOLIDAYS will often have to verify: (i) the validity of the payment card (through a charge of a nominal value that is either refunded within a few days or deducted from the final payment due to the Supplier) and, (ii) the availability of funds on the payment card (to be confirmed by the bank issuing the Customer's credit card).

The reservation of any pre-paid "pay online now" hotel bookings within the European Union is covered by the regulations for travel agents and tour operators, as set down in Articles 306-310 of the EU Principal VAT Directive [2006/112/EC].

Article 6. ROCK ROUTES HOLIDAYS Liability

The Customer accepts that where ROCK ROUTES HOLIDAYS acts as an interface between the Customer and the Suppliers, ROCK ROUTES HOLIDAYS will under no circumstances be held liable with respect to Services the Customer has booked with one or more Suppliers. ROCK ROUTES HOLIDAYS is not liable if and insofar as the Customer is able to claim for damages under an insurance policy such as travel and/or holiday cancellation insurance.

The information displayed on this Website has been provided by the respective Suppliers, and ROCK

ROUTES HOLIDAYS does not accept any liability for any inaccuracies. Customers must ensure that they verify all information given before booking.

Customers should note that all hotel ratings shown are intended as guidance only and may not be an official rating or be in line with UK classification. ROCK ROUTES HOLIDAYS does not accept any liability in relation to the ratings shown.

Article 7. Disclaimer

Except as expressly set out in these General Terms and Conditions, all the information contained in this Website is provided without any warranty (either express or implied) or implied term of any kind, including but not limited to any implied warranties or implied terms of satisfactory quality, fitness for a particular purpose or non-infringement. All such implied terms and warranties are excluded. By accessing this Website, the Customer agrees that ROCK ROUTES HOLIDAYS will not be liable for any direct, indirect or consequential loss arising from the use of the Website, any delay or inability to use the Website, or from the Customer's use of links from the Website. The exclusions and limitations contained in this clause apply only to the extent permitted by law.

Article 8. Applicable Law

These General Terms and Conditions are governed by the laws of England and Wales. The Customer agrees that the English Courts shall have jurisdiction to hear and determine any dispute arising from the interpretation and/or arising herefrom; however the Customer may choose the law and jurisdiction of Scotland or Northern Ireland if that is where the Customer resides.

Article 9. Final Provisions

If ROCK ROUTES HOLIDAYS does not invoke one of the provisions of the General Terms and Conditions at any one moment, this must not be interpreted as a cession of the right to invoke it at a later date.

If any provision of these General Terms and Conditions (or part of any provision) is found by any court or other authority of competent jurisdiction to be invalid, illegal or unenforceable, that provision or part provision shall, to the extent required, be deemed not to form part of this agreement with the Customer and the validity and enforceability of the other provisions shall not be affected.

Every instance of force majeure, including the interruption of means of communication or a strike by carriers, hoteliers or air traffic controllers, will lead to the suspension of the obligations in these General Terms and Conditions that are affected by the force majeure event and the party affected by the force majeure event shall not be liable as a result of the inability to meet such obligations.

These General Terms and Conditions come into force on 8th November 2014.