

WORLD TRAVEL CENTRE LIMITED FLIGHT ONLY AGENCY BOOKING CONDITIONS

These Agency Terms & Conditions apply when we World Travel Centre Limited, a company registered in Northern Ireland with company number NI010853 and registered office address of Ground Floor Murrays Exchange, 1 Linfield Road, Belfast, Belfast, BT12 5DR, act as agent in respect of flight only bookings("Flight Booking(s)") we make on your behalf. Please read these Agency Terms & Conditions carefully.

By making a booking with us, the first named person on the booking agrees on behalf of all persons detailed on the booking that he/she has:

- a. read these Agency Terms & Conditions and agrees to be bound by them;
- b. consents to our use of personal data in accordance with our Data Protection & Privacy Policy and is authorised on behalf of all persons named on the booking to disclose their personal details to us, including where applicable, special categories of data (such as information on health conditions or disabilities and dietary requirements);
- c. is over 18 years of age and where placing an order for services with age restrictions declares that he/she and all members of his/her party are of the appropriate age to purchase those services;
- d. accepts financial responsibility for payment of the booking on behalf of all persons detailed on the booking; and
- e. agrees to provide us with a valid email address and contact mobile telephone number for at least the lead passenger. We are obliged to pass this information to the travel service providers in your booking so that they may contact you directly in the event of schedule changes or disruption to a trip element.

Where acting as agent, we accept no liability in relation to any Flight Booking(s) or for the acts or omissions of any airline or other supplier or other person(s) or party(ies) (the "Supplier/Principal") connected with any Flight Booking(s).

- 1. Contract** Your contract for Flight Booking(s) will be with the Supplier/Principal connected with any Flight Booking(s) and will be subject to the Supplier/Principal's terms and conditions and conditions of carriage ("Supplier/Principal Terms"). Please read the Supplier/Principal Terms carefully prior to placing your Flight Booking(s).

A binding contract will exist between you and the Supplier/Principal when we make full payment of the cost of the Flight Booking(s) to the Supplier/Principal on your behalf, at the time of booking and we issue the confirmed ticket for your Flight Booking. The booking confirmation will show the price charged by the Supplier/Principal as well our service fee (if any).

Except where otherwise advised or stated in the Supplier/Principal Terms, all monies you pay to us for Flight Booking(s) will be held on behalf of the Supplier/Principal and be paid to them in full at the time of the booking.

- 2. Booking** When making your Flight Booking(s) with the Supplier/Principal, we will make full payment of the cost of the Flight Booking(s) to the Supplier/Principal on your behalf, at the time of booking. The Supplier/Principal shall issue you with a confirmed ticket for your Flight Booking(s), which we shall pass on to you immediately upon receipt from the Supplier/Principal. Your Flight Booking(s) is not ATOL protected, and we shall clearly mark this on your documents.

Please check your booking confirmation, tickets and all other booking documents that you receive carefully as soon as you receive them. Please check that all names, dates, timings and all other information is correct and ensure that the names given are the same as in the relevant passport. You must contact us immediately if any information appears to be incorrect or incomplete as it may not be possible to make changes later and it may harm your rights if we are not notified of any inaccuracies in any document immediately, or you may incur the charges stated below.

The booking information that you provide to us will be passed on to the relevant Supplier/Principal. The information may be provided to public authorities such as customs or immigration if required by them, or as required by law. This applies to any special category (sensitive) information that you give to us such as details of any disabilities, or dietary and religious requirements. In making this booking, you consent to this information being passed on to the relevant persons. Where we collect this data, we will treat it in accordance with our Data Protection & Privacy Policy.

3. **Ticketing** Your confirmed tickets and any other documents relating to your booking will be sent by email to the email address you provide us at the time of your Flight Booking(s). We will send your confirmed ticket, immediately upon receipt of the same from the Supplier/Principal.
4. **Accuracy** We endeavour to ensure that all the information and prices both on our website and in any advertising material that we publish are accurate, however, occasionally changes and errors occur, and we reserve the right to correct prices and other details in such circumstances. You must check the current price and all other details relating to the Flight Booking(s) that you wish to book before your booking is confirmed.

All descriptions and content on our website or otherwise issued by us is done so on behalf of the Supplier/Principal in question and is intended to present a general idea of the services provided by the Supplier/Principal. Not all details of the relevant services can be included on our website. All services shown are subject to availability. If you require any further details, in respect of any services please contact us.

5. **Special requests** If you have any special requests, please let us know at the time of booking. We will pass on all such requests to the Supplier/Principal, but we cannot guarantee that they will be met, and we will have no liability to you if they are not.

We do not accept bookings that are conditional upon any special request being met.

6. **Insurance** Adequate travel insurance is a condition of your contract with the Supplier/Principal. You must be satisfied that your insurance fully covers all your personal requirements including cover against the cost of cancellation by you; the cost of assistance (including repatriation) in the event of accident or illness (including cover for losses occurring, and medical expenses incurred because of Covid-19); loss of baggage and money; and other expenses. Read the terms of your policy carefully to make sure that it covers you for everything you need.

7. **Fitness to Travel and Medical Condition** If you or any member of your party have any medical problem or disability which may affect your trip, please provide us with full details before we confirm your booking so that we can try to advise you as to the suitability of your chosen Flight Booking(s).

Acting reasonably, if the Supplier/Principal is unable to properly accommodate the needs of the person(s) concerned, we will not confirm your booking or if you did not give us full details at the time of booking, we or the Supplier/Principal may cancel it and impose applicable cancellation charges when we/the Supplier/Principal become aware of these details.

8. **Changes and Cancellations by you** Any cancellation or amendment request must be sent to us in writing and will take effect from the day we receive it. Please ensure that you have received written confirmation of any changes to your booking prior to travel. Amendments and cancellations can only be accepted in accordance with Supplier/Principal Terms. The Supplier/Principal may charge the cancellation or amendment charges shown in their Supplier/Principal Terms (which are almost always 100% of the cost of the Flight Booking(s) regardless of the point at which you cancel). In addition, you must pay us the administration fees as set out in the Service Charges table below. We will notify you of the exact charges at the time of amendment or cancellation.

Please note: some Supplier/Principals do not allow changes and therefore full cancellation (100%) charges will apply.

9. **Changes and Cancellations by the Supplier/Principal** We will inform you of any changes or cancellations made by the Supplier/Principal as soon as reasonably possible. If the Supplier/Principal offers an alternative Flight Booking(s) or a refund, you will need to let us know your choice within the stipulated time frame. If you fail to do so the Supplier/Principal is entitled to assume you wish to receive a full refund. We accept no liability for any changes or cancellations made to your Flight Booking(s) by the Supplier/Principal under your contract with them.

10. **Our Service Charges** In certain circumstances we apply an administration charge for the services we provide:

SERVICE	ADMINISTRATION CHARGE
Cancellation or Amendment	Supplier/Principal's charge + £50 to £200 (the exact amount to be notified at the time of booking)
Special requests after booking have been confirmed	Supplier/Principal's charge + £50 to £200 (the exact amount to be notified at the time of booking) per person

- 11. Our responsibility** Your contract is with the Supplier/Principal and its Supplier/Principal Terms apply. As agent, we accept no responsibility for the actual provision of the flight or other services that form part of your Flight Booking(s). Our responsibilities are limited to making the booking in accordance with your instructions. We accept no responsibility for any information about the Flight Booking(s) that we pass on to you in good faith. However, if we are found liable to you on any basis whatsoever, our maximum liability to you is limited to twice the cost of the service fee we earned on your booking (or the appropriate proportion of this if not everyone on the booking is affected). We do not exclude or limit any liability for death or personal injury that arises because of our negligence or that of any of our employees whilst acting in the course of their employment.
- 12. Conditions of Suppliers/Principals** The services that make up your Flight Booking(s) are provided by independent Supplier/Principals. Those Supplier/Principals provide these services in accordance with their own Supplier/Principal Terms which will form part of your contract with us. Some of these Supplier/Principal Terms may limit or exclude the Supplier/Principals' liability to you, usually in accordance with applicable International Conventions. Copies of the relevant parts of these Supplier/Principal Terms are available on request from ourselves or the supplier concerned. Please contact us if you do not have a copy.
- 13. Complaints** As we act as agent, the contract for your Flight Booking(s) is between you and the Supplier/Principal and any queries or concerns should be addressed to them. If you have a problem during your flight, this must be reported directly to the Supplier/Principal immediately. If you fail to follow this procedure, there will be less opportunity to investigate and rectify your complaint. The amount of compensation you may be entitled to may be reduced or you may not receive any at all depending upon the circumstances.
- 14. Force Majeure** Except where otherwise expressly stated in these Agency Terms & Conditions we will not be liable to you for delay or failure to perform our obligations under these Agency Terms & Conditions due to a "Force Majeure". For the purposes of these Agency Terms & Conditions, Force Majeure means any event beyond our or our supplier's control, the consequences of which could not have been avoided even if all reasonable measures had been taken. Examples include warfare and acts of terrorism (and threat thereof), civil strife, significant risks to human health such as the outbreak of serious disease at the travel destination, epidemics or pandemics (including the ongoing impact of the COVID-19 pandemic and any new strain of the coronavirus) or natural disasters such as floods, earthquakes or weather conditions which make it impossible to travel safely to the travel destination or remain at the travel destination, the act of any government or other national or local authority including port or river authorities, industrial dispute, labour strikes, lock closure, natural or nuclear disaster, fire, chemical or biological disaster, unavoidable technical problems with transport and all similar events outside our or the supplier(s) control.
- 15. Entry, visa, immigration, passport and health requirements** It is your responsibility to check and fulfil the entry, passport, visa, health and immigration requirements applicable to your Flight Booking(s). We can only provide general information. You must check specific requirements with the relevant Embassies and/or Consulates and your own doctor as applicable. Requirements do change and you must check the up-to-date position in good time before departure. Most countries now require passports to be valid for at least 6 months after your return date. If your passport is in its final year, you should check with the Embassy of the country you are visiting. For further information visit <https://www.gov.uk/browse/citizenship/passports>. Please take special note that for all air travel within the Common Travel Area, airlines require photographic identification of a specific type. Please ask us for full details.

Up to date travel advice can be obtained from the Foreign, Commonwealth and Development Office ("FCDO") at <https://www.gov.uk/travelaware>. Non-national passport holders, including other EU nationals, should obtain up to date advice on passport and visa requirements from the Embassy, High Commission or Consulate of your destination or country(ies) through which they are travelling.

We do not accept any responsibility if you cannot travel or incur any other loss because you have not complied with any passport, visa, immigration requirements or health formalities. You agree to reimburse us

in relation to any fines or other losses which we incur because of your failure to comply with any passport, visa, immigration requirements or health formalities.

- 16. Foreign, Commonwealth and Development Office Advice** You are responsible for making yourself aware of FCDO advice regarding the safety of the countries and areas in which you will be travelling and to make your decisions accordingly. Advice from the FCDO to avoid or leave a particular country may constitute Force Majeure (see condition 14).
- 17. Advance Passenger Information** Several Governments require carriers to provide personal information about all travellers on their aircraft to the Authorities before the aircraft departs. The data will be collected either at the airport when you check in or in some circumstances when, or after you make your booking. Accordingly, you are advised to allow extra time to check in for your flight. Where we collect this data, we will treat it in accordance with our Data Protection & Privacy Policy.
- 18. Final Travel Arrangements/Check in** Please ensure that all your travel, passport, visa and insurance documents are in order and arrive at least at least two hours before departure for check in at the airport even if you have checked in online. If you fail to do so, you are likely to be refused access to the flight and deemed to be a no show: No refunds will be made, and 100% cancellation charges will be applied to the full cost of your Flight Booking(s).

It may be necessary to reconfirm your flight with the airline prior to departure. If you fail to reconfirm you may be refused permission to board the aircraft and you are unlikely to receive any refund.

- 19. Luggage** We cannot accept responsibility for any loss, damage or delay to your luggage unless directly caused by the negligence of one of our employees. In the unlikely event that your luggage is lost, damaged or delayed in transit, you must immediately report this to the airline, or other appropriate person in authority, and obtain a report. If you fail to report any loss, damage or delay in accordance with the airline's terms and conditions, neither we nor the airline can consider your claim.
- 20. Luggage Allowance** Most airlines allow a free checked baggage allowance for your flight which will depend on the airline, destination and class of travel. This allowance will be based on the weight of your baggage and/or the number of pieces. You will be subject to excess baggage charges by the airline if you exceed the stated allowance. Children and infants may have a reduced allowance for checked baggage. Restrictions also apply to the amount of cabin baggage you can take onboard the aircraft. Please contact us if you are in doubt about your baggage allowances. If you need to carry items which exceed of any maximum weight limits such as sporting equipment, musical instruments, electric wheelchairs or TV news cameras etc. you should make special arrangements with your airline in advance as no responsibility for their carriage is accepted.
- 21. Law and Jurisdiction** These Agency Terms & Conditions and any agreement to which they apply are governed in all respects by English law. We both agree that any dispute, claim or other matter which arises between us out of or in connection with your contract or booking will be dealt with by the Courts of the United Kingdom only.