

DIAMONTE JETS – STANDARD TERMS & CONDITIONS FOR HOTEL BOOKINGS

GENERAL

Diamonté Jets is acting as an intermediary or a Booking Agent for products and services that are not directly supplied by us. We sell a variety of travel related products from different suppliers and service providers (“Suppliers”). We are not a co-vendor of such products and services. You will be entering into a separate contract with such Suppliers in connection with such products and services. Each Supplier has its own terms and conditions that are applicable to your particular agreement in addition to our general terms and conditions, and are available on request. We reserve the right to modify this Agreement without prior notice to you.

PRICE AND PAYMENTS

Prices displayed are from, and are subject to availability. You will be quoted a fare and taxes for your selected itinerary at the time of booking, however, we cannot guarantee the availability of a hotel at the quoted price. Any deposits from you are non-refundable. Payment of a deposit allows us to hold a reservation for you but does not guarantee the price. The price can only be guaranteed once we receive full payment and other travel documents have been issued, subject to any terms and conditions of the Supplier(s). Post-purchase price increases may be applied due to additional costs imposed by a supplier or a government. You may be charged additional sums by Diamonté Jets to offset increased fees, taxes and fluctuations in foreign exchange markets or any combination thereof. After full payment, the conditions of the contract with your Supplier(s) may permit them to increase the cost of your arrangements. Diamonté Jets will pass on any such increase to you as we become aware of it. Acceptance of these terms and conditions hereby consent you to any post-purchase price increases.

We will advise you of the date that full payment is required. Upon your provision of your payment information, you are authorising us to make the payment arrangements with the corresponding Supplier(s). We accept payments by means of BACS or Standard Order. Once we have received payment your travel documents will be forwarded to you within 24 hours.

ALTERATIONS

If, after your travel documentation and our confirmation invoice has been issued, you wish to alter your travel arrangements in any way we will do our best to help, but it may not always be possible. Changes to name details are not allowed by many airlines and other Suppliers. While we will endeavour make such a change if necessary, please bear in mind that most Suppliers treat a name change as a cancellation, to which standard conditions and charges would apply. We reserve the right to change an amendment fee of £20 per person in addition to any charges passed on by the Supplier(s). All changes are subject to the booking conditions of the Supplier. Please ask for detailed booking conditions if you are concerned about the possible of needing to change your booking. You should note that these costs normally increase the closer changes are made to the start of your travel itinerary.

Your contract with your Suppliers may allow them to cancel or amend bookings. We will ensure that you are promptly notified of any significant changes once we become aware of such change if there is time before your departure, but we accept no liability for any changes or costs incurred that may result. Subject to the Supplier’s terms and conditions, you will then have the choice of accepting the change of arrangements, accepting an offer of alternative travel arrangements if one is made available by the Supplier, or cancelling your booked arrangements and receiving any applicable refunds. We do not guarantee that any refunds will apply.

CANCELLATIONS

You, or any of your party may cancel your travel arrangements at any time. Written notification from the lead person on the booking must be received at our offices. Since we incur costs in cancelling your travel arrangements you will be required to pay the applicable cancellation charges shown below in addition to any charges passed on by the Suppliers. All refunds are subject to the booking conditions of the supplier for that particular booking and will only be paid once we have received the funds from the Supplier(s). Please note that some bookings are not refundable. Please ask for detailed booking conditions if you are concerned about the risk of cancellation.

It is extremely unlikely we have to cancel your travel arrangements, however we reserve the right to do so in any circumstances. Examples of instances where this may be necessary include Force Majeure; if you have not paid the final balance; or if the minimum number of clients required for a particular travel arrangement is not reached. If we

are unable to provide the booked travel arrangements and we have received payment for the booking, you can either have a refund of all monies paid or accept an offer of alternative travel arrangements of comparable standard from us, if available, subject to the terms and conditions herein and that of the Supplier(s).

COMPLAINTS

If you have a problem during your travel programme, we strongly advise you to bring it to the attention of the relevant Supplier as soon as possible and complete any official complaint report/documentation they may have available. If you are unable to resolve your complaint locally, please do let us know in writing within 28 days of your return either by writing to our Customer Services Manager at Diamonté Jets, Suite 223, TAG Farnborough Airport, Farnborough, GU14 6XA or by email to info@diamontejets.com. Please include your booking reference, a copy of any complaint report/document you have completed and all other relevant information.

PASSPORTS, VISAS AND HEALTH CERTIFICATIONS

It is your responsibility to fulfil the passport, visa and other immigration requirements applicable to your travel itinerary. You should confirm these with the relevant embassies and/or consulates. We do not accept any responsibility in the case of you being unable to travel due to not complying with any such requirements. Prior to booking international travel, we recommend that you review any U.K. Government’s prohibitions, warnings and advisories applicable to your destination. By offering travel to any particular destination, Diamonté Jets does not represent that travel in such destination is safe or without risk. Please ensure you have checked the various health requirements for the destinations you are visiting and have received the relevant inoculations.

DOCUMENTATION

It is our general practice to send documents electronically where possible. In the event of a late booking it may be necessary to send documents to you by special delivery where no electronic facilities are available. In these cases, we will advise of the most suitable way of forwarding the documentation on to you, but accept no responsibility for failure of your travel documentation to reach you on time. We reserve the right to charge you for any extra costs incurred in forwarding the documentation on to you for special delivery or courier services.

DATA PROTECTION POLICY

By providing personal information to us, you agree that our Privacy Policy, which is available online at www.diamontejets.com will apply to how we handle such personal information and you consent to us collecting, using, disclosing and otherwise processing that information as detailed in our Privacy Policy. In particular, you agree that in certain circumstances, we are permitted to disclose personal information to overseas recipients. Such recipients may include the overseas Supplier(s). Generally, we will only disclose personal information to these Suppliers in connection with the facilitation of your travel booking and/or to enable the performance of administrative and technical services by them on our behalf. Where we disclose personal information to any person (including all overseas Suppliers), you agree that the recipient may be located in a country with laws that do not protect personal information as stringently as those in the UK. Therefore, we cannot control the privacy practices of all Suppliers to whom personal information may be disclosed and, accordingly, where your requested travel arrangements require that personal information be sent to an overseas recipient, you agree that Diamonté Jets will not be liable or accountable for how those recipients handle such information.

GOVERNING LAW

This Agreement shall be construed in accordance with the Laws of England and Wales. Both Diamonté Jets and you hereby irrevocably agrees, for the sole benefit of Diamonté Jets that, subject as provided below, the courts of England and Wales shall have exclusive jurisdiction over any dispute or claim arising out of or in connection with these Conditions for the booking of hotels or apartments, its subject matter or formation (including non-contractual disputes or claims). Nothing in this condition shall limit the right of Diamonté Jets to take proceedings against you in any other court of competent jurisdiction, nor shall the taking of proceedings in any one or more jurisdictions preclude the taking of proceedings in any other jurisdictions, whether concurrently or not, to the extent permitted by the law of such other jurisdiction.