

GENERAL INFORMATION & BOOKING CONDITIONS

Important Cruise & Land Tour Information

Early Booking Discount Information

Early Booking Discount on Cruises is guaranteed for all bookings made up to the date as specified on our page or alternatively subject to availability starting from and according to date of travel. Price will be confirmed upon booking.

Tips/Gratuities/Onboard Service Charge:

Are globally accepted ways to thank the personnel who have taken care of you during your cruise. Tips are prepaid on certain cruise lines. Details will be given upon booking.

Fuel Surcharge

Due to the substantial increase in the price of oil many cruise lines and airlines have had to implement a fuel surcharge to their rates. This has been reflected as per date of going into print - kindly reconfirm when booking.

Deposits per Person- It is important to note that this deposit is non-refundable.

Cruise bookings: €500 - Inside Cabins - €700 - Outside Cabins (unless otherwise specified)
Tours: €350 (unless otherwise specified)

Balance of Payment

Full balance of payment must be effected 12 weeks (cruise tours) - 8 weeks (tours) - 4 weeks (packages) prior to departure date. Failure to do so will result in the booking being cancelled.

Travel Insurance

Travel insurance is compulsory.

Children Rates

Children rates are applicable to any child not having reached their 12/13th birthday as indicated (if this age limit varies it will be indicated on our page) and are always valid only when sharing with 2 adults. Children must still pay taxes and gratuities as advised.

Documents Required

It is very important to present the passport of every passenger (including children) upon booking. Any name change made after booking confirmation will incur an amendment charge.

We want you to enjoy your holiday to the full and return both satisfied and relaxed, and above all, convinced that you have been given good value for money. The general conditions have been laid out to ensure that the agreement between Top 3 Travel Solutions, Mother Company of E.C. Travel Services Ltd. and the client is clear and fair to both parties. These conditions cover virtually every aspect of your holiday from the moment you book your holiday to the moment you arrive back home. The General Conditions clearly spell out our obligations to you and your commitments to us when you book a holiday from our brochure.

OUR COMMITMENT TO YOU

1) Your Reservation

Once you have completed and signed the booking form, paid your deposit and have been issued a receipt the booking is taken as confirmed and it is understood that you have read and accepted the terms and conditions of our brochure. We will then reserve your holiday. Your bookings are also taken to be confirmed in respect of all persons travelling in your party.

2) Our Price Policy

All prices in this brochure are quoted in Euro (€). It is possible that at the time of booking, the actual price of your chosen holiday may have increased from that shown on the brochure, and we reserve the right to effect this increase. We guarantee that the price of your holiday will not be subject to any surcharge whatsoever. Once you have made your booking and paid a deposit, the cost of your holiday cannot be increased, except in the case of substantial currency fluctuations and/or increase of taxes or levies and/or aircraft fuel increases imposed by airlines or cruise liners.

3) Taxes and Service Charge - As specified.

4) Our Assurance on Standards and Assumption of Liability

Our brochure descriptions are based on the information obtained from hoteliers and other service providers themselves at the time of printing. Hotel rooms and ship cabins are always small (sometimes very small). We work with hotels offering single or twin/double bedded rooms. Triple or quadruple bedded rooms are not always available. A third or fourth person wanting to share a twin/double bedded room will most probably be given either a small extra folding 'camp' bed or a bunk bed, which will make accommodation quite uncomfortable. In America three or four persons wanting to share a room will usually be given two matrimonial beds, (separate beds for each person are not available). When two persons book a room for two we reserve the right to either provide two separate beds or a large matrimonial bed. All hotels provided may not be air-conditioned - unless otherwise clearly specified on the programme. Breakfast is only provided when specified, and when provided it is always continental unless specified otherwise. Lunches and dinners, when specified, are always served on three courses. No choice of food will be provided; neither will changes be accepted (e.g. having meat instead of fish). Portions served are moderate, (sometimes small in size). When buffet meals are provided a choice is usually available. Drinks, including water, during meals are always charged extra (unless specified). Use of items from the mini bar and telephone calls are always chargeable to the client. There may also be a local charge to the client for in house movies, TV in the room. Please confirm this with hotel reception. Unless clearly specified all entrance fees to museums and shows, boat trips, metro or cable car are always extra. All optional excursions are extra and unless clearly specified they only include transportation costs by coach, entrances are extra and no local guides are provided unless specified. Prices are clearly marked in the 'price box' at the end of each programme. Only items listed under 'price includes' are included in the package price. Please remember that brochures of necessity are produced months in advance and there may be occasions when an advertised facility or entertainment is not available during your particular holiday especially if it is out of high season. Bad weather, essential maintenance or cleaning, lack of support or demand may all affect the actual availability of particular activities or facilities, so, for instance, can such things

as local licensing laws, religious or local holidays, or local authority or governmental restrictions. Similarly, touring itineraries may have to be changed sometimes at short notice due to weather, road or traffic conditions, mechanical breakdowns, police activity, etc, and any other circumstance beyond our control. Coaches are not air-conditioned (except when clearly specified on a programme) and do not have on board functional toilet facilities. Swimming pools may only be operational during the summer months, and if still open in the winter months, may only be heated in colder weather and at the discretion of the hotelier. The general standard of hygiene, public utilities, drainage, plumbing and services in general may not be the same standards in Malta. Either a Maltese or English speaking tour manager who will be responsible for the implementation of the programme escorts each group tour when the minimum number of required pax is reached. The tour manager is under no circumstances responsible for carrying out work (unless for an emergency), over and above the official programme and is not obliged to accompany members of the group around shops, flea markets or theme parks. As a responsible company we feel it only right to point out these possibilities, however unlikely. If you have a particular problem please inform the hotel reception desk, and/or our representative in writing at the time so that if possible it can be dealt with there and then. Having said all that we want to give the following assurance about our liability to you - we have taken all reasonable steps to ensure that proper arrangements have been made for all the holidays which are advertised in this brochure. You will appreciate however, that we have no direct control over the provision of services to you by our suppliers.

5) If we change your Holiday Arrangements

(a) Before departure date

We plan our holidays to give you the maximum enjoyment. Although it is very unlikely there may be occasions when we have to change your holiday arrangements and we reserve the right to do this at any time. For instance flight timings may change, a hotel may close down or over book, we may have to amend an itinerary, or sales of that holiday may not reach a level that would be economical for us to operate. A minimum number of persons are required to operate a package as shown in this brochure. Cruise Tours will operate without a leader if the minimum number of Adult pax is not obtained. The cost will remain the same. If we have to make any changes we will inform you or your Travel Agent as soon as is reasonably possible before departure.

(b) After your holiday has commenced

Very occasionally it may be necessary, due to unforeseen circumstances, to change your hotel or some other part of your holiday arrangements after your holiday has commenced. In such cases we will do our utmost to maintain the overall standard of the holiday arrangements.

6) If we cancel your Holiday Arrangements

We may occasionally have to cancel your holiday arrangements. For instance, sale of that holiday may not reach a level which would be economical for us to operate. A minimum number of persons are required to operate the packages featured in this brochure. We reserve the right in any circumstances to cancel your holiday and in this event we will return to you all the money you have paid. Alternatively we can offer you another holiday of comparable standard if available. We bind ourselves to inform you of any such cancellations 14 calendar days before departure.

7) Your Flight

Details of airlines we anticipate utilizing are shown in the programme. We reserve the right to substitute alternative airlines and/or aircraft if necessary. Flight timings are subject to confirmation and alteration. Our reservation system will show the latest timings as advised to us. Please check your flight tickets as soon as you receive them, as they will show the final timing for your flight. Some flights may have intermediate stops en route and as factors affecting this are not always known before departure date we cannot always notify you in advance. Flights are subject to the granting of permits and licenses by authorities both in Malta and overseas. In the event of your flight arrangements being changed or cancelled as outlined in this section and sections 4 and 5 we accept no liability for extra costs or consequential loss arising directly or indirectly from any independent contract arrangements between the client and a third party.

8) Conditions of Carriage

Transport of any kind is subject to the conditions of carriage of the company providing that trip. These conditions are likely to embody the provision of the law of the country of the company concerned or to be the subject of international conventions with government(s), any of which may limit or exclude the liability of the carrier (airline, coach, ship etc).

9) Health and Vaccination

Health facilities, hygiene and disease risk vary worldwide. You should take health advice about your specific needs as early as possible and ensure that vaccinations or preventive measures such as malaria tablets are taken early enough (this may be a month or more prior to departure) to be fully effective by the date of travel. We advise you contact your general practitioner or phone the International Travel Vaccination Bureau on 21243314, Monday to Friday between 0830 hrs and 1300 hrs for further information.

YOUR COMMITMENT TO US

10) Booking Form & Deposits

Your completed booking form showing all clients' names as specified in passports, must be accompanied by the appropriate deposit. No deposit is payable for infants (on land tours) under two years of age at the time of outbound travel. The person signing the booking form confirms that he/she has already accepted the General Conditions. If you are booking a late-offer holiday any information and conditions issued in conjunction with that offer are also part of your contract. If in doubt you should check with us.

11) Balance of Payment

The balance due must be paid eight (8) weeks (cruise tours), (8) weeks (tours), four (4) weeks (packages) before departure. If you book through a Travel Agent you should ensure that the said Travel Agent is paid in sufficient time to allow payments to reach our offices by the due date. If for any reason the balance is not received by us on the due date, we reserve the right to cancel the booking and charge a cancellation fee in accordance with our General Conditions. If money for your holiday is paid to an appointed Travel Agent they will hold that money as our agent from the time they receive it until they pay the money over to us.

12) Form of Payment

Deposits and final balances may be paid in cash, personal cheque or by bank draft. However please note that personal cheques are not accepted if payment is within 10 working days from date of travel.

13) If you Change your Booking

Should you wish to change your holiday arrangements in any way we will endeavour to meet your wishes to the best of our ability. A handling fee for any such change to your booking within 12 (cruise tours) 8 (tours) 4 (packages) weeks of departure date will be levied, then we reserve the right to pass on any additional costs incurred over and above the standard handling fee already charged. Where the price varies depending on the number of persons booked into the accommodation and you wish to change the number of persons, the price will be recharged on the basis of the new party size as shown on the brochure. Any increase in the price payable as a result of a part cancellation (e.g. for a hotel room under-occupancy, changing from twin room to single room) is not a cancellation charge. A separate cancellation charge will be levied in respect to bookings cancelled in accordance with paragraph 14 below.

14) If you Cancel your Booking

A cancellation can only be accepted in writing from the person who signed the booking form or in writing from the Travel Agent through whom the booking was made. The cancellation will be effective from the date it is received at our offices. In the event of a cancellation either for one or all persons named on the booking form, we will levy our scale of cancellation charges that are based on the estimated expenses and losses suffered by us as a result of cancellations. The scale is as follows:

Deposit: Non refundable
Deposit: Non refundable

Balance of Payment:

Cruises - Balance of Payment:

29 - 31 days	25%	340 days prior	€00 per cabin
15 - 28 days	50%	339 to 120 days	€00 per cabin
7 - 14 days	75%	119 - 90 days	25% or €00 (highest applies)
1 - 7 days	100%	9 - 60 days	50% or €00 (highest applies)
59 - 30 days	75% or €00 (highest applies)		
29 days or less	100% or €00 (highest applies)		
Cancellation/handling fee			€5

On scheduled services, sea passages and coach transportation, the amount of cancellation charge shown above applies only in the event that any air/sea/coach/rail tickets issued are returned to Top 3 Travel Solutions. Otherwise a 100% cancellation charge shown above applies. No refund applies on cruise tours, land tours or packages using Charter Flights. If the reason for your cancellation falls within the terms of your insurance cover, you may be able to claim a refund of your cancellation charges from the insurance company.

15) Transfer of Booking

Highly restricted. Airlines do not allow name changes after ticketing. Regrettably in these circumstances you may not transfer your booking. Name changes on land arrangements are allowed. If you transfer your booking to someone else, that person must take out separate insurance cover. We will make an administration charge of €5 per person for every transfer we make. We will also charge you for any extra costs incurred by the transfer. Both you and the transferee remain responsible for paying for the holiday.

16) Your Responsibilities

(a) It is your responsibility to ensure that you and those for whom you are booking are in possession of valid passports and any appropriate visas. Be sure to check passport and visa requirements with your Travel Agent well in advance particularly if you do not hold a Maltese passport. You are responsible for any charges fines etc that may be levied by authorities in Malta or overseas for non-compliance of regulations in this area and any such amounts will be recharged to you.

(b) Similarly it is your responsibility to check with your doctor as to what vaccinations or inoculations are advisable for your chosen destinations.

(c) Airline regulations state that women 28 weeks or more into pregnancy at the time of return travel must have a medical certificate of fitness to travel.

(d) You must be responsible for reasonable standard of behaviour by yourself and by those for whom you have booked. We reserve the right to decline to accept or retain any person as a client if their behaviour is, in our opinion, or in the opinion of the airline pilot, hotelier or accommodation owner, or manager or other person in authority, likely to cause distress, danger, damage or annoyance to other customers, employees, and other people or to property. It must be understood that we are under no liability to pay any refund or compensation to, or costs incurred by any person whose behaviour is thus unacceptable.

(e) All children travelling on a reduced price holiday must be aged 11 years or younger at date of travel (or as otherwise specified). Should a child be booked as a child but is 12 years old or over on the date of travel applicable airfare or package will be that of an adult.

(f) A valid travel insurance is a requirement for our tours.

17) If you have a complaint

We do our best to give you an enjoyable trouble free holiday but occasionally even the best laid plans can go wrong. If you have a problem or complaint relating to the overseas part of your holiday you must advise our tour manager, representative, agent or hotelier in writing. This must be done at the resort at the earliest opportunity in order to enable an investigation to take place in the shortest possible time. Written complaints must be sent to our office within seven days of returning from your holiday.

Because of the difficulty of investigating complaints too long after the event, we will not accept liability in respect of claims received after the seven (7) day period and/or which have not been reported in writing to our representative or the supplier in the resort.