

supplementary form



We ask you to read the following document carefully as this information forms the basis of your contract with Peak Experience together with our Booking Conditions.

Flights

Airport check-in times

Check-in times

Your final itinerary will confirm all check-in times for international and national flights. Please adhere to these times. Should you fail to check-in before the check-in closes, (usually no less than 1 hour before the flight departure time), the airline has the right to refuse you to board the flight and will not provide you with any refund.

Most passengers arrive at the time advised on their information – generally 2 hours before departure – and queues tend to be longest at this time. We recommend that you check-in earlier if possible to allow a more relaxing check-in and a better choice of seating. Please also take into account that the check-in time is the time you should be at the check-in desk and not the time you should arrive at the airport; furthermore, there may be queues to get through security checks so we suggest you allow plenty of time to go through to the departure lounge once you have checked-in.

Self-service check-in machines can be found at all major UK airports and many international airports, which are reliable and quick. Hold baggage should be dropped off at the Fast Bag Drop counters.

Online check-in

Many airlines, including British Airways, give you the option of checking-in on-line up to 24 hours before departure. We strongly recommend you use this service as it allows you to choose your own seating for your party, and is one less thing to do at the airport (visit www.ba.com and click on "manage my booking"). As with the self-service check-in, hold luggage should be taken to the Fast Bag Drop counters.

Since online check-in can only be done within 24 hours of your flight departure, if required, your hotelier will print your inbound boarding passes for you in resort.

Airline e-tickets

Most airline tickets issued in the UK are electronic, or e-tickets. An E-ticket receipt will be forwarded to you and this can be printed out to use at a self-service machine, or at the staffed check-in desks, or to check-in online.

Airline seating requests

Should you have any seating preferences, please let us know when you complete your booking form and we will put in a request where possible. Please note that this is only a request and cannot be guaranteed. The airline reserves the right to re-arrange the seating at any time before departure. British Airways will always seat children with a parent, although they will not guarantee that families will be seated together.

Luggage Allowance

Please consult your travel documents for details of the luggage allowance included on your flights. For British Airways flights to other European countries you are generally allowed up to 2 pieces of hold luggage with a combined maximum weight of 23kg per person, and 2 pieces of cabin luggage. Please visit the information area at www.ba.com for full baggage instructions and supplements for overweight baggage, additional baggage, and any winter sports equipment.

Airline Confirmation

If you are travelling with British Airways, you do not need to reconfirm your flights before departure, however many international airlines request that you do this at least 72 hours before departure. We strongly recommend that you do this. This is particularly important with smaller regional flights and at peak period as should you not use your outbound ticket, your inbound ticket will automatically be cancelled. Should you need your return flight but not the outbound flight, please contact the airline to keep them informed.

Air taxes and surcharges

Current regulations require that all passengers, including children, departing from a UK airport must pay an Air Passenger Tax (APT) as shown in the table below, and a Passenger Service Charge (PSC), which varies between airports.

Air Passenger Tax	Short Haul
Economy Class	£10
Premium Classes	£20

In addition to these taxes, airlines apply surcharges to cover the increased cost of insurance, fuel and other charges. Please note that all surcharges and taxes are subject to constant change and may vary to the amounts in your quotation, after your confirmation invoice has been issued.

Your Flight Details

You will receive your flight details with your final documents. It is your responsibility to ensure that the details are correct and that names on the tickets match the names on the passport of each member of your party.

Flight Reservations

Flights can only be reserved if we have the full name of each passenger in your party. Once flights have been confirmed they are non-refundable and non-changeable.

Company Details

Peak Experience is a trading name for IBT Travel Limited and is registered in Scotland under company nr. SC299214
VAT registration number is GB 444 1705 67
ATOL license nr. 5916
ABTA nr. VO847
We are also members of AITO

Credit Cards

Most credit cards are widely accepted around the world, but please note that fees charged for their use vary dramatically from one country to another. Fees in excess of 10% are not uncommon and exchange rates can be poor. We strongly advise you to check before using your credit card.

Insurance

One of our Booking Conditions is that you and all members of your party have taken out adequate travel insurance, that will cover your sufficiently for your holiday arrangements. We can only issue your final travel documents once we have details of your travel insurers, or a signed waiver. We highly recommend you take out cover at the time of booking, rather than waiting until nearer to your departure date, as you will then be covered, should you need to cancel your booking prior to departure. If you already have annual cover or a credit card policy, it is essential that you check that you are covered for cancellation, missed departure, unused accommodation and any winter sports or other activities you intend to participate in, particularly hazardous sports such as diving, rafting, trekking, skiing, horse-riding, paragliding, kite surfing, bungee jumping, travel in light or single-engine aircraft, safaris etc. If you are unsure whether an activity is covered, please contact your travel insurance company. Single trip insurance will often offer a higher cover than general annual or credit card policies. Almost all travel insurance policies will exclude any undisclosed pre-existing conditions, medical or otherwise. If you are unsure, always check with the insurance company prior to departure.

Passports, visas and health

Please ensure that all members of your party, including infants and children, are in possession of a passport, which is valid for at least 6 months, prior to departure. We will advise you of the passport, visa and health requirements for British Citizens at the time of booking. Should you require a new passport, please note that a full British passport can take up to 6 weeks to obtain. Many countries require that your passport is valid for at least 6 months after your return date, and you may not be allowed entry unless this is the case. Please also check that the name on the passport corresponds with the airline tickets for each member of your party and that the passport contains at least one completely blank page to allow for immigration stamps. If you or any member of your party is not a British Citizen or holds a non-British passport, it is your responsibility to check passport and visa requirements with the Embassy or Consulate of the country/ies to or through which you are intending to travel.

If you are going on your honeymoon, we suggest you take a copy of your marriage certificate. Please however note that the name on your passport must match the name on your flight ticket so if you wish to travel in your married name you will need to make sure you change your name in your passport before your holiday.

For holidays in the EU / EEA you should obtain an EHIC (European Health Insurance Card) prior to departure from the Department of Health, (www.dh.gov.uk).

Please refer to our Booking Conditions for further information regarding passports, visas and health requirements.

If you experience any problems whilst on your holiday, please contact the manager of your hotel or our representative in the resort. In the unlikely event that the problem is still not resolved, please contact the Peak Experience main office in the UK or our 24 emergency number outside office hours. We would prefer to have the opportunity to resolve any issues immediately rather than hear about them after your holiday.

If you fail to follow our simple complaints procedure as set out in the paragraph above and in our booking conditions, your right to claim any compensation you may have been entitled to may be affected or even lost.

Contact Number for Peak Experience
++44 1292 477771 (office hours)
++44 7753 739885 (out of hours emergency number)

Hotel and resort staff telephone numbers will be forwarded with your final information.