

## Flight Plus Bookings – Experience It Now Travel

Experience it Now Travel is an Accredited Body Member of Hays Travel Ltd, ATOL 5534. Flight-Plus arrangements booked via this website are financially protected by the Civil Aviation Authority (ATOL number 5534). If you book a package on our website and Experience it Now Travel is acting as your agent then you will be protected by the relevant tour operator's ATOL. Please refer to the tour operator's terms and conditions for details of their ATOL protection.

ATOL protection does not apply to all holiday and travel services listed on our website. Please ask us to confirm what protection may apply to your booking. If you do not receive an ATOL Certificate then the booking will not be ATOL protected. If you do receive an ATOL Certificate but all the parts of your trip are not listed on it, those parts will not be ATOL protected. Please see our booking conditions for information or for more information about financial protection and the ATOL Certificate go to [www.atol.org.uk/ATOLCertificate](http://www.atol.org.uk/ATOLCertificate).

Book with Confidence. We are a Member of ABTA which means you have the benefit of ABTA's assistance and Code of Conduct. All the package and Flight-Plus holidays we sell are covered by a scheme protecting your money if the supplier fails. Other services such as hotels or flights on their own may not be protected and you should ask us what protection is available.

An ATOL Protection Contribution of £2.50 per passenger is payable to the CAA on Flight-Plus bookings and this will be reflected on your booking summary as a charge for "Flight Plus".

For more details as to when a Flight-Plus exists and the protection provided under the ATOL scheme please see [www.caa.co.uk](http://www.caa.co.uk).

### Financial Protection

Many of the travel arrangements that we sell are protected in the case of the financial failure of the travel company. Please ask us about the protection that applies to your booking.

By providing security for Flight Plus bookings by way of an ATOL (number 5534) administered by the Civil Aviation Authority (see section below on Flight-Plus Bookings).

When you buy an ATOL protected flight or flight inclusive holiday from us you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong.

Please note that ATOL protection is not available for flights with low-cost carriers or where your payment is made direct to airlines unless they are part of a Flight-Plus (see below). Where necessary, we will add supplier failure insurance to your booking automatically. This protects you by insuring us against the costs of refunding or replacing your booking if a supplier fails. If applicable we will charge an administration fee for supplier failure cover which will be shown on your booking confirmation.

### Our Service Charges

In certain circumstances we apply service charges which will be shown on your booking confirmation as follows:

Credit card fees (see Payment section above)

"Administration Fee for Supplier Failure Cover" (see Your Financial Protection section below)

"Flight Plus" (see Flight-Plus section below)

"Service Charge" – a charge for the booking agent services we provide to you.

Please note that the term Service Charge does not refer to us putting together a holiday package, it is our standard charge for the service of acting as booking agent.

