

Skylord Travel's Bookings Conditions

Please check all details of the travel arrangements on your confirmation invoice and the documents as soon as you receive them - In case of any doubt please contact Skylord immediately. Please read and make sure that you understand all the booking conditions, on both sides of this document.

TRADING NAMES: Skylord Travel, Sky Res, Skylord Holidays, Skybank, Sky Travel Club, Flightwala, Upper Flights, Premium Flights, Skylord Tours, Skydeals 4u, Islam Travel, and Flight Concept, are trading names of Skylord Travel plc.

ONLINE BOOKINGS: For online bookings, conditions as given on our web sites apply.

STATUS: Confirmed reservations are marked OK, WL means waitlist, RQ means on request and OPEN means no reservation has been made with the airlines.

RE-CONFIRMATION: Onward and return flights must be re-confirmed with the relevant airlines at least 72 hours before departure. Skylord accepts no responsibility for bookings cancelled due to non compliance with the particular airline's rules or for any flight re-scheduling en route.

OPTIONS: A deposit of £75.00 per person must be paid within 7 days of confirmation of reservation but full payment is due immediately if passengers are traveling within 8 weeks of making reservations.

PAYMENT: Tickets will only be released when full payments are made. To hold a booking on option an initial deposit of £75.00 per person or more if advised must be paid. Please note that fares are constantly changing and usually increasing with little notice. Any tickets which are fully paid and already issued are not affected, it is therefore in your interests to finalise payment as soon as possible and even before any final payment date being advised to you.

DEPOSITS: Any part payment made will be treated as deposit for the flight element only and full payment must be made for any other services requested such as Hotel, Car Hire etc.

CHEQUES or Banker's draft should be made payable to Skylord Travel PLC. SIX WORKING DAYS are required for clearance of cheque unless special clearance is requested at your risk at a charge of £10.00 per cheque.

CASH must not be sent by post and receipt must be obtained if paying by Cash, Banker's draft or Building Society cheque.

CARDS: We welcome payment by Switch or Visa debit cards without extra charge. We also accept other credit cards at a surcharge of 2 ½ % (Please check for details) either in person or over the telephone, which will require written authorisation for the debit from the card holder before tickets are released.

DIRECT CREDIT/BANK TRANSFER: Payment may be made from your bank directly to our bank account as follows
Bankers: Barclays Bank, Station Road Branch. Harrow.

Account Name: Skylord Travel Plc. Account Number: 80584665 Sort Code: 20-37-21

CREDIT ACCOUNT / LATE PAYMENTS: For tickets released without payment and for Credit Accounts, payments must be received by Skylord by Payment Due Date. In all cases invoices must be paid within 30 days of issue of tickets. For late payments a surcharge of £20.00 per ticket will be payable with interest @ 5% plus base rate of Nat West Bank will be charged from the date of issue of tickets till the date of payment.

TICKETING: Skylord strongly recommends e tickets, where possible, due to extra charges or loss in post of paper tickets. Tickets are posted by first class mail at the client's risk. Advise your consultant if you wish to make alternative arrangements for ticket hand over.

CANCELLATIONS / AMENDMENTS / REFUNDS: It is very important that you are aware of the cancellation and administrative charges relating to your contract with Skylord. The situation regarding refunds and cancellations and amendments varies from airline to airline. Following are the general conditions. This list is not exhaustive and the clients should request details from our staff in respect of their particular case. Cancellation charges do not apply if flights can not be confirmed and you have not asked for tickets on request, open or waitlist. If you have to cancel your booking (s) for any reason whatsoever the client who originally made the booking must inform us in writing. We shall not be held responsible for the non-performance of any itinerary through causes beyond our control or when we are not notified of a problem at the stage when remedial action may be taken.

INSURANCE: All the following charges if incurred involuntarily may be covered by insurance taken out at the time of booking. Insurance cover is strongly recommended and details can be given on request.

AMENDMENTS: Before ticketing £50. After ticketing £50 plus airline charge, subject to airline permitting change.

CANCELLATIONS: Before ticketing £50 plus loss of deposit. After ticketing £75 plus airline charges subject to airline permitting refund.

REFUNDS: The majority of unused tickets are not refundable or have a partial refund. Tickets returned for refund in accordance with booking conditions will be forwarded by us to the consolidator or airline. When we receive refund from the consolidator or the airline, but not before we shall forward a refund to you, minus any administrative or cancellation charges. Please note that airline refunds for part-used tickets are always less than the pro rate and in some cases may have no refund value at all. Refunds usually take 8-12 weeks but may take longer. Tickets which are returned more than 1 year from date of issue may be classed as expired by the airline and have no refund value. For any refund queries please ring 020 8582 1144.

STOLEN / LOST TICKET: In the case of stolen or lost tickets certain airlines will not issue duplicate tickets automatically and you would have to purchase new tickets locally at the current fare. It may take the airline up to 18 months before we receive authority from the airline to make any refund and a Skylord admin fee of £75 would be added to that of the airline fee in such a case.

SCHEDULED AIRLINE FAILURE INSURANCE

Skylord Travel PLC has taken out corporate insurance cover against scheduled airline failure on discounted tickets issued by Skylord Travel PLC. All discounted tickets other than ATOL to ATOL sale tickets are covered by this insurance. In the unlikely event of the financial failure of the airline, you will either: 1. prior to departure - fully refunded for all monies paid. 2. After departure - offered alternative onward or return flights to the U.K. contact our offices should this occur.

E-mail: sales@skylorduk.com **Websites:** www.skylordtravel.com, www.flightwala.com, www.skyres.com (for trade),

Skylord would like to mail, fax or e mail you with details of special offers, products and services that may be of interest to you. Please inform us by mail or fax on 020 8582 1189 with your invoice number if you do not want to hear from us.