



Mr Tomos James Lawrence  
4 Beech Grove  
Porthcawl  
GLAM  
CF36 5DP

Internet  
St George's House  
56 Peter Street  
Manchester  
M2 3NQ

Tel: 08712 308 482  
Fax: 0161 830 8551  
Branch Email: [onlinesales@statravel.co.uk](mailto:onlinesales@statravel.co.uk)  
VAT No: GB577 0182 31  
ABTA No: J663X  
ATOL No: 3206

## Booking Confirmation

<b>Booking No:</b>	1650694	<b>Destination:</b>	Cape Town	<b>Departure Date:</b>	23-Jun-11
<b>Description</b>					
<b>Printed Date:</b>	30-Apr-11	<b>Agent:</b>	<a href="http://www.statravel.co.uk">www.statravel.co.uk</a>	<b>Page Number:</b>	1 of 4

All Unit Prices in UK £

Date	Service	Status	Unit Price	No Units	Total
	<b>Flight</b>				
	Passenger(s): Lawrence Tomos James Mr.	Confirmed			
	Route: London Heathrow Airport - Cape Town.				
	Fare		315.00	1	315.00
	Airport Taxes		313.03	1.00	313.03

Note: FARE RULES FOR UK280971-2 - THIS PRODUCT IS NON-REFUNDABLE. WHEN COMBINING FARES THE MOST RESTRICTIVE CONDITIONS APPLY FOR THE WHOLE TICKET. DATE CHANGES: BEFORE DEPARTURE, YOU CAN REQUEST DATE CHANGES THROUGH YOUR AGENT FOR GBP35. AFTER DEPARTURE, DATE CHANGES CAN BE REQUESTED THROUGH OUR ONLINE CHANGE FORM WHICH CAN BE FOUND ON THE YOUR AGENT WEBSITE FOR A SERVICE FEE EQUIVALENT TO USD50. ALL PERMITTED CHANGES ARE SUBJECT TO AVAILABILITY AND TICKET CONDITIONS. Many airline tickets are non-refundable before departure and all are non-refundable once partially used. Please check with us for the actual conditions of your specific ticket. On refundable tickets, the refund amount will be subject to our administration fee of GBP150 in addition to any applicable airline fee. You must ensure that you have cancelled your flights prior to the departure date. Many airline tickets are non-changeable. Please check with us for the actual conditions of your specific ticket. We will be happy to check the latest availability for you and advise you of any ticket restrictions and applicable airline fees. All permitted changes are subject to availability and ticket conditions in addition to a fee equivalent to GBP35.00. If you wish to make a change BEFORE departure, please contact us using the details on the top of your receipt. If you wish to make a change AFTER departure, please go to the Global Travel Help section of our website.





Mr Tomos James Lawrence

## Booking Confirmation

<b>Booking No:</b>	1650694	<b>Destination:</b>	Cape Town	<b>Departure Date:</b>	23-Jun-11
<b>Description</b>					
<b>Printed Date:</b>	30-Apr-11	<b>Agent:</b>	www.statravel.co.uk	<b>Page Number:</b>	2 of 4

All Unit Prices in UK £

Date	Service	Status	Unit Price	No Units	Total
Thursday 23-Jun-11	<b>Air</b> South African Airways. Flight: SA221. Class: Economy. Seats: 1. PNR Ref: YKEVRK. Depart: London Heathrow Airport at 21:00. Arrive: Cape Town 24-Jun-11 at 10:05.  Note: This product is non-refundable. When combining fares the most restrictive conditions apply for the whole ticket. Date changes: Before departure, you can request date changes through your agent for GBP35. After departure, date changes can be requested through our online change form which can be found on the your agent website for a service fee equivalent to USD50. All permitted changes are subject to availability and ticket conditions.	Confirmed			
Sunday 11-Sep-11	<b>Air</b> South African Airways. Flight: SA220. Class: Economy. Seats: 1. PNR Ref: YKEVRK. Depart: Cape Town at 18:45. Arrive: London Heathrow Airport 12-Sep-11 at 06:20.  Note: This product is non-refundable. When combining fares the most restrictive conditions apply for the whole ticket. Date changes: Before departure, you can request date changes through your agent for GBP35. After departure, date changes can be requested through our online change form which can be found on the your agent website for a service fee equivalent to USD50. All permitted changes are subject to availability and ticket conditions.	Confirmed			

<b>Total Price of Booking</b>	628.03
-------------------------------	--------

<b>Amount Paid</b>	628.03
--------------------	--------

<b>Payee Name:</b>	Mr K F Lawrence
<b>Paid by:</b>	Credit Card **** * 6744
<b>Payment Type:</b>	Balance

<b>Passenger(s):</b>	Mr Tomos James Lawrence
----------------------	-------------------------





Mr Tomos James Lawrence

## Booking Confirmation

<b>Booking No:</b>	1650694	<b>Destination:</b>	Cape Town	<b>Departure Date:</b>	23-Jun-11
<b>Description</b>					
<b>Printed Date:</b>	30-Apr-11	<b>Agent:</b>	www.statravel.co.uk	<b>Page Number:</b>	3 of 4

All Unit Prices in UK £

Date	Service	Status	Unit Price	No Units	Total
------	---------	--------	------------	----------	-------

This document is important, you should retain this document, as you will need to produce the document if you need to make a claim under ABTA's Scheme of Financial Protection or any other scheme. Please go to [www.abta.com](http://www.abta.com) for a copy of the guide to ABTA's Scheme of Financial Protection.

Any credit card fee levied and included in the above sale price is inclusive of VAT at the standard rate.

It is possible that we will need to send to you paper tickets or other documentation essential for your trip. As we may need to contact you with important information regarding the product(s) you have purchased, or to send paper documents to you, please ensure that names provided for travel are exactly as they appear in passport(s) and that you have given correct email and postal addresses.

Where applicable, all documents will be dispatched 14 days prior to your departure date. Bookings made within 14 days will be dispatched as a priority.

E-Ticket Notice: Carriage and other services provided by the carrier are subject to conditions of carriage which are hereby incorporated by reference. These conditions may be obtained from the issuing carrier.



# IMPORTANT BOOKING CONFIRMATION AND CONDITIONS

## Our Agreement With You

We are STA Travel Ltd and Our Agreement with You sets out what you are legally entitled to expect from us when you purchase travel services through us. Because we sell a variety of travel products, you should make sure you understand the terms and conditions which apply to your particular arrangements in addition to these general terms and conditions.

## Your Travel Booking

When you make a booking, you guarantee that you have the authority to accept and do accept on behalf of your party the terms of these booking conditions. It is your responsibility to ensure that all of the details on your travel documents are correct and to bring to our attention any errors or discrepancies immediately. Your contract will either be with us or with another supplier of travel services and this will depend on the type of arrangements you book. Your contract will be with us if we arrange a **Package** for you, being a pre-arranged combination, at an inclusive price, of at least two or more of the following services when the services are taken together and also cover a period of more than 24 hours or include overnight accommodation: a) transport b) accommodation and c) other tourist services not ancillary to transport or accommodation which account for a significant part of the arrangements. Note that it is the case that your contract will be with us if you purchase accommodation only.

Other travel services will be offered as separate elements rather than as a combination. Each are priced individually. If you select some of these services then you are not purchasing a package arranged by STA Travel. In such cases, (unless you have booked accommodation only) STA Travel is acting as the **Booking Agent** for your suppliers and your contract is with that supplier. Where your contract is with a supplier, the booking conditions of that supplier will apply to your booking and STA Travel accepts no responsibility for any errors or omissions made by a supplier.

## Your Financial Protection

The Package Travel, Package Holidays and Package Tour Regulations 1992 require us to provide security for the monies that you pay for any Package arrangements (as defined above in "Your Travel Booking") made through STA Travel and for your repatriation in the event of our insolvency. We provide this security by way of an ATOL (number 3206) administered by the Civil Aviation Authority. When you buy an ATOL protected air holiday package or flights from STA Travel you will receive a Confirmation Invoice from us (or via our authorised agent through which you booked) confirming your arrangements and your protection under our Air Travel Organiser's Licence number (3206). In the unlikely event of our insolvency, the CAA will ensure that you are not stranded abroad and will arrange to refund any money you have paid to us for an advance booking. For further information visit the ATOL website at [www.atol.org.uk](http://www.atol.org.uk). If you book arrangements other than a Package (as defined above) through STA Travel the financial protection referred to above does not apply.

## Deposits and Payment

Deposits are non-refundable. Payment of a deposit enables STA Travel to hold a reservation for you but does not guarantee the price. The price can only be guaranteed once we receive full payment and tickets and/or other travel documents have been issued. STA Travel will advise you of the date that full payment is required. All prices shown are 'from prices' and we reserve the right to alter the prices of any of the holidays shown in our brochure. You will be advised of the current price of the holiday that you wish to book before your contract is confirmed.

If payment for your booking is made by credit card, a handling fee is payable, as advertised. No charge is made for payments made by Debit Card. We reserve the right to refuse personal cheques as a method of payment. After full payment, if we are your Booking Agent, the conditions of the contract with your supplier may permit them to increase the cost of your arrangements. We will pass on any such increase to you. If we have arranged a package, changes in transportation costs including the cost of fuel, taxes, fees and exchange rates mean that the price of your travel arrangements may change after you have paid in full. You will not be charged for any increase equivalent to 2% of the price of your travel arrangements. You will be charged for any amount over and above that.

## Documentation

STA Travel's general practice is to send documents to our customers electronically whenever possible. We reserve the right to charge an administration fee should you make a request for such documents to be sent as hard copy.

## Cancellations and Changes

If we are your Booking Agent, 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, but accept no liability for any changes or costs incurred which may result.

If we make a significant change to your booking, we will inform you as soon as reasonably possible if there is time before your departure. You will have the choice of either accepting the change of arrangements, accepting an offer of alternative travel arrangements of comparable standard from us, (we will refund any price difference if the alternative has a lower value), or cancelling your booked arrangements and receiving a full refund. We will pay compensation in respect of any significant changes that we make to your booking, using the scale below. These may include (but are not limited to) the following changes: a change in accommodation to that of a lower official category, a change of UK departure airport, except between London airports, a change of supplier, a change in the time of your departure or return flight by more than 12 hours.

This standard payment will not affect your statutory or other rights. We will only make one payment for each full fare paying adult in the booking. Any children not paying the full adult fare will receive 50% of the listed amount. If the value of your booking is less than the compensation outlined, we will pay compensation only to the value of the booking.

Period before departure when a significant change is notified	Compensation payable per person
More than 56 days	£0
55-29 days	£10
28-15 days	£20
14-7 days	£30
7-0 days	£40

Important note - changes beyond our control.

Compensation will not apply if a significant change is made for reasons beyond our control. These include: war, threat of war, riots, civil disturbances, terrorist activity, industrial disputes, natural and nuclear disasters, fire, epidemics, health risks, changes due to rescheduling or cancellation of flights by an airline or alteration of the airline or aircraft type; closed or congested airports or ports, hurricanes and other actual or potential severe weather conditions, and any other similar event.

If you have booked a flight and we are alerted to a significant schedule change by your airline before you leave the UK, we will contact you by email to advise you of this. Please ensure that you have given your contact email address to STA Travel and that you regularly check for messages before you leave. STA Travel has no control over airlines schedule changes and accepts no liability for costs which may arise as a result of such changes. After you have left the UK, it is your responsibility to check with the airline that any onward flights you have confirmed are operating as booked. We strongly recommend that you contact your airline at

least 72 hours before the scheduled departure of each flight to do this. Please note that for some airlines it is mandatory to confirm with them your intention to fly.

## Our Responsibility For Your Arrangements

We have taken all reasonable care to make sure that all the services that make up the arrangements made by STA Travel are provided by efficient and reputable businesses. These businesses should follow the local and national laws and regulations of the country where they are provided. However, please be aware that overseas safety standards may be lower than in the UK. If we have arranged a Package and the contract we have with you is improperly performed by us or our suppliers we will pay you appropriate compensation if it has affected the enjoyment of your travel arrangements.

Our liability, except in cases involving death, injury or illness, shall be limited to a maximum of three times the cost of your travel arrangements. Our liability will also be limited in accordance with and/or in an identical manner to

(a) The contractual terms of the companies that provide the transportation for your travel arrangements. These terms are incorporated into this contract; and  
(b) Any relevant international convention, for example the Montreal Convention in respect of travel by air, the Athens Convention in respect of travel by sea, the Berne Convention in respect of travel by rail and the Paris Convention in respect of the provision of accommodation, which limit the amount of compensation that you can claim for death, injury, delay to passengers and loss, damage and delay to luggage. We are to be regarded as having all benefit of any limitation of compensation contained in these or any conventions.

You can ask for copies of the transport companies' contractual terms, or the international conventions, from our offices - Customer Relations, STA Travel, St Georges House, 56 Peter Street, Manchester M2 3NQ.

## Your Agreement With Us

By finalising your arrangements with us, you are accepting that the terms of this Agreement (and conditions of any contract made with any supplier(s)) apply to your booking and your travel arrangements. You also consent to our processing personal information about you and other members of your party. Your contract with us is subject to the laws and jurisdiction of England and Wales. You may, however, choose the law and jurisdiction of Scotland or Northern Ireland instead. Your travel documents are valuable and should be safeguarded as if they were cash. It is not always possible to replace travel documents in the case of loss, theft, damage etc.

## If You Change Your Booking

Where a change to your travel arrangements is permitted and possible, STA Travel service fees apply in addition to any additional supplier charges. Please see the 'Customer Services' section at [www.statravel.co.uk](http://www.statravel.co.uk) for details of how to request changes. Please note that all reservation changes are subject to availability and the terms and conditions of the product purchased. Changes to name details are not allowed by many airlines and other service providers. Whilst we do our best to make such a change if necessary, please bear in mind that most airlines and other service providers treat a name change as a cancellation, to which standard conditions and charges would apply. Flights must be taken in the sequence they appear on your ticket or e-ticket confirmation. If you plan not to take a flight as booked, please contact the airline as far in advance as possible to discuss your options. If you do not check in on time for a confirmed reservation, the airline may register you as 'no-show', which could result in extra charges and/or your whole flight itinerary being cancelled and/or render your ticket void.

## If You Cancel Your Booking

If you cancel your arrangements, you may be entitled to a partial refund. In addition to cancellation terms and conditions of your supplier(s), STA Travel fees will apply as outlined on your receipt. We need to receive from you written notification of cancellation and your original ticket/voucher before any refund can be considered. If you decide to cancel arrangements before balance due date, any deposits paid are non-refundable. Refunds will only be paid to you once we have received the funds back from the supplier(s). Generally flight tickets cannot be refunded if they are partially used. If the reason for your cancellation is covered under the terms of your travel insurance policy, you may be able to reclaim your cancellation charges through your insurer.

## If You Have A Complaint

If you have a problem during your holiday, please inform the relevant supplier (e.g. your hotel) immediately. Should they be unable to resolve the matter, please contact STA Travel in the UK, either through the office where you made your arrangements, or through [www.statravel.co.uk](http://www.statravel.co.uk). If you fail to contact STA Travel, we will not be permitted the opportunity to investigate your complaint and rectify any error whilst you are away and this may affect your rights under this contract. We are a member of ABTA (membership number V1956) and operate according to ABTA's Code of Conduct. ABTA can also offer you an arbitration scheme for the resolution of disputes arising out of, or in connection with this contract. Further information can be found at [www.abta.com](http://www.abta.com).

## Passport, Visa and Immigration Requirements

It is your responsibility to fulfil the passport, visa and other immigration requirements applicable to your itinerary. You should confirm these with the relevant High Commissions, 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.

## Insurance

**Travel insurance is a vital part of your arrangements. We strongly recommend that you have taken out adequate insurance for the duration of your journey. Travel insurance is a mandatory element of some travel arrangements. We can arrange travel insurance for you and provide you with a quote and answer any queries you may have regarding the insurance we can offer.**

## Travel Advice and Vaccinations

British Citizens should refer to the travel advice posted by the Foreign and Commonwealth Office at [www.fco.gov.uk](http://www.fco.gov.uk) for all the countries you intend to visit. Vaccinations may be required for some or all of the places you are intending to visit. It is your responsibility to ensure that you have arranged necessary vaccinations for your itinerary.

## EU Notice Requirements

In accordance with EU Regulation - (EC) No.2111/2005, Article 9, we are required to bring to your attention the existence of a 'Community List', which contains details of air carriers that are subject to an operating ban within the EU. The Community List is available for inspection at <http://air-ban.europa.eu>. We are also obliged to notify you of the airline(s) to be used in your booking. For details please see your itinerary. You will be notified if any carrier changes as soon as possible and in all cases at check-in or at the boarding gate. Please note that a change of carrier is not a significant change to your arrangements.

Under EU law (Regulation 261/2004) you have rights in some circumstances to refunds and/or compensation from your airline in cases of denied boarding, cancellation or delay to flights. Details of these rights will be publicised at EU airports and will also be available from your airline. However, you should note that reimbursement of the cost of a flight that forms part of your booking is the responsibility of your airline and will not entitle you to reimbursement of the cost of other elements of your booking where we are acting as a Booking Agent. If affected flights comprise part a package arranged on your behalf, this reimbursement will not automatically entitle you to a refund of your holiday cost from us.