

LV PRESTIGE TRAVEL BOOKING TERMS AND CONDITIONS

Effective for new bookings from: 01/10/2026

These Terms & Conditions apply to bookings made through LV Prestige Travel, including bookings made through any specialist or trading brands operated by **LV Prestige Travel**.

They apply to individual bookings and to bookings involving groups, teams, clubs, organisations, families, schools, businesses, events or other larger parties.

These Terms & Conditions should be read together with your booking confirmation, the terms and conditions of the relevant travel supplier or suppliers, and any additional terms provided to you at the time of booking.

1. OUR ROLE

Unless otherwise stated, LV Prestige Travel acts as an agent or sub-agent in respect of the travel arrangements we arrange on your behalf.

When making a booking, we will arrange for you to enter into a contract with the relevant travel supplier or suppliers named on your booking confirmation. These may include tour operators, airlines, cruise companies, accommodation providers, car hire companies, transfer companies or other travel service providers.

We may arrange:

- a package holiday organised by a tour operator;
- a package organised by LV Prestige Travel where applicable;
- individual travel services supplied by different suppliers; or
- a linked travel arrangement where the applicable legal requirements are met.

The contract for each travel service will be with the relevant supplier unless your booking confirmation states that LV Prestige Travel is acting as the organiser of a package.

The relevant supplier's booking conditions will also apply to your booking. These may contain important provisions relating to deposits, balances, amendments, cancellations, refunds, baggage, accommodation, transfers and other aspects of your travel.

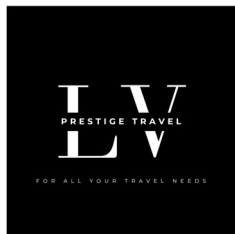
You should read these conditions carefully and ask us if you require a copy.

Nothing in these Terms & Conditions affects any statutory rights you have under applicable consumer or travel legislation.

2. SPECIALIST AND GROUP TRAVEL

LV Prestige Travel may operate specialist travel brands or provide travel services tailored to particular types of traveller, activity, event or group.

Bookings made through any LV Prestige Travel specialist brand remain bookings made through LV Prestige Travel and are subject to these Terms & Conditions unless separate terms have been expressly provided in writing.



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Where travel is arranged in connection with a competition, event, performance, tournament, conference, training programme, celebration, group activity or other organised occasion, the organiser of that activity is responsible for the activity itself unless LV Prestige Travel has expressly agreed otherwise in writing.

The activity organiser's own terms, conditions and requirements may also apply.

3. MAKING A BOOKING

When you make a booking, you confirm that:

- you are authorised to make the booking;
- you accept these Terms & Conditions on behalf of everyone included in the booking; and
- the information you provide to us is accurate.

For bookings involving children or young people, the person making the booking confirms that they are authorised to make the booking on their behalf and accepts responsibility for ensuring that appropriate parental or guardian permissions are in place.

To confirm your chosen arrangements, you must pay the deposit or other amount requested by the relevant supplier, or the full amount if required at the time of booking.

Your booking will become confirmed when the relevant supplier accepts the booking and we issue confirmation on its behalf, subject to any applicable payment requirements.

Please check all booking documents carefully as soon as you receive them.

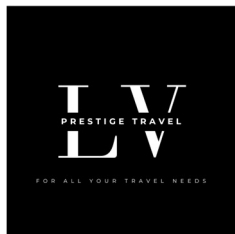
If anything is incorrect or incomplete, you must notify us immediately.

4. PASSENGER INFORMATION

You are responsible for ensuring that all passenger information supplied to us is complete and accurate.

This may include:

- full name as shown on the passport;
- date of birth;
- nationality;
- passport details;
- contact details;
- emergency contact details;
- rooming information;



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- dietary requirements;
- accessibility requirements; and
- any other information required by a supplier or travel authority.

Passenger names should be provided exactly as they appear on the relevant travel document.

Incorrect information may result in amendment fees, cancellation charges or the passenger being refused travel.

Any costs arising from incorrect information supplied by you will normally be payable by you.

5. LARGE GROUP BOOKINGS

Where we arrange travel for a group, the quotation and price may be based on a specified number of passengers, rooms, vehicles, flights or other services.

For the purposes of these Terms & Conditions, a group booking may include, but is not limited to, bookings made for teams, clubs, schools, organisations, businesses, families, wedding parties, event attendees, sports groups, performance groups or other parties travelling together.

The price and availability may therefore change if the number of travellers changes before the booking is confirmed.

Once confirmed, changes to the number of passengers will be subject to the relevant supplier's terms and conditions.

Where a member of a group withdraws, their booking will be subject to the applicable cancellation terms.

Any cancellation charges, lost deposits, amendment charges or additional costs will normally be payable by the person whose booking is being amended or cancelled.

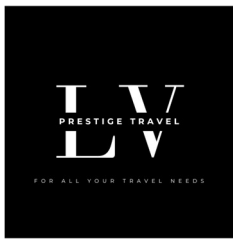
A passenger may only be substituted for another passenger where the relevant supplier permits this. Name changes and passenger substitutions may incur charges.

Where the cost of the remaining group arrangements changes because the number of passengers changes, the remaining passengers may be required to pay the resulting additional cost where applicable.

Where a group quotation has been based on minimum numbers, room occupancy, shared transport or other group-specific arrangements, a reduction in numbers may result in a revised price or additional costs.

6. GROUP LEADS AND NOMINATED CONTACTS

Where a group leader, organiser, coach, manager, parent, teacher, event organiser, company representative or other nominated person communicates with us on behalf of a group, they are responsible for ensuring that information supplied to us is accurate and that relevant



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members of the group are made aware of applicable booking conditions, payment deadlines and travel requirements.

Unless otherwise agreed in writing, each traveller remains responsible for their own booking and payment obligations.

Where a group lead is responsible for collecting payments from members of a group, LV Prestige Travel will not be responsible for recovering unpaid amounts from individual group members unless we have expressly agreed otherwise in writing.

Where a single person or organisation is responsible for payment of the group's booking, that person or organisation remains responsible for payment in accordance with the agreed payment schedule.

7. QUOTATIONS AND PRICES

All quotations are subject to availability and are not guaranteed until the relevant booking has been confirmed by the relevant supplier and any required payment has been received.

Prices and availability may change before confirmation due to changes in supplier availability, airline fares, exchange rates, taxes, fees or other supplier charges.

We reserve the right to correct errors in advertised or quoted prices.

Where a quotation is provided for a group, the total price may be based on the number of travellers and arrangements included in the quotation.

A group quotation should not be treated as confirmation that individual places, rooms, flights, vehicles or other services are being held unless we have expressly confirmed this in writing.

Where a group quotation is provided as a total group price, the cost may not be divisible equally between individual travellers.

Where a quotation is based on a particular number of travellers, rooms, occupancy levels, vehicles or other arrangements, a change in those requirements may result in a revised price.

8. PAYMENT AND BALANCES

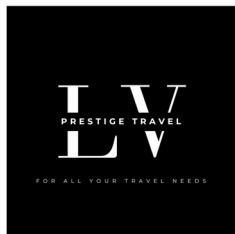
The deposit and payment schedule for your booking will be shown on your booking confirmation or otherwise notified to you.

If a deposit is paid, the remaining balance must be paid by the balance due date stated on your booking documentation.

If the balance is not received by the due date, the relevant supplier may cancel the booking and apply cancellation charges.

Where a low deposit has been accepted, any additional deposit required must be paid by the date notified to you.

We may be unable to make changes or provide further services where payments are overdue.



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For group bookings, different payment arrangements or staged payment schedules may apply. These will be confirmed separately where applicable.

9. BOOKING AND ADMINISTRATION FEES

Where applicable, booking fees, administration fees or other charges payable to LV Prestige Travel will be clearly identified before you commit to the booking.

Supplier charges and our own administration charges are separate charges and may both apply.

Where an amendment or cancellation is requested, we may charge an administration fee of £25 per person, in addition to any charges imposed by the relevant supplier, unless a different fee has been agreed or notified to you.

For large group bookings, a different administration or management fee may apply where this has been agreed in advance and clearly communicated to the group organiser.

10. CHANGES AND CANCELLATIONS BY YOU

Any request to amend or cancel a booking must be made by the lead passenger or an authorised person and should be made in writing by email.

An amendment or cancellation will only be effective once it has been received and processed by us and written confirmation has been provided.

We will try to assist with amendment requests but cannot guarantee that they will be possible.

Changes and cancellations are subject to the terms and conditions of the relevant supplier.

Supplier charges may be as much as 100% of the cost of the travel arrangements, particularly close to departure or where the supplier's arrangements are non-refundable.

Some airlines and other suppliers do not permit amendments or cancellations once a booking has been made.

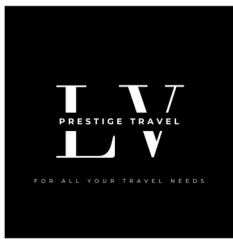
11. CHANGES OR CANCELLATIONS BY SUPPLIERS

If a supplier makes a significant change to your confirmed arrangements or cancels them, we will notify you as soon as reasonably possible.

Where appropriate, we will liaise with the supplier regarding alternative arrangements.

Your rights will depend upon the nature of your booking and the applicable supplier terms and conditions and, where relevant, the Package Travel and Linked Travel Arrangements Regulations.

Where LV Prestige Travel is acting solely as agent, we are not responsible for the supplier's decision to change or cancel its arrangements.



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Nothing in these Terms & Conditions limits any rights you have where LV Prestige Travel is the organiser of a package or where applicable law provides otherwise.

12. EVENTS, ACTIVITIES AND GROUP PURPOSES

Where travel is arranged in connection with an event, competition, tournament, conference, performance, training programme, celebration, camp, meeting or other activity, the relevant organiser is responsible for the activity itself unless LV Prestige Travel has expressly agreed otherwise in writing.

Dates, venues, schedules, participation requirements, registration requirements and other arrangements may change.

If an activity or event is postponed, cancelled, relocated or otherwise changed, we will assist with your travel arrangements where reasonably possible.

However, travel suppliers have their own terms and conditions and a change or cancellation of an event or activity does not automatically mean that flights, accommodation or other travel arrangements can be cancelled without charge.

Any refund, credit, amendment or alternative arrangement will be subject to the relevant supplier's terms and any rights provided by applicable law.

13. FLIGHTS

Flight schedules, flight numbers, aircraft, routes, seating and other flight arrangements are controlled by the relevant airline.

Airlines may change schedules, aircraft, routes, airports or other arrangements.

Any seating request is subject to availability unless specifically confirmed by the airline.

Baggage allowances and restrictions are determined by the relevant airline and may vary according to the fare purchased.

You should check your final travel documentation carefully.

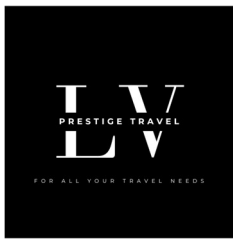
14. ACCOMMODATION

Accommodation descriptions, ratings, facilities and photographs are provided by the relevant supplier and are intended to provide a general indication of the accommodation.

Standards and ratings can vary between countries and suppliers.

Facilities may change or become unavailable.

If a particular facility or feature is essential to your booking, please ask us to confirm this with the supplier before booking.



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Room requests, connecting rooms, bedding configurations, views and other special requests are not guaranteed unless confirmed by the accommodation provider.

15. TRANSFERS, CAR HIRE AND OTHER SERVICES

Where we arrange transfers, car hire, excursions, attraction tickets or other services, the relevant supplier's terms and conditions will apply.

Specific vehicle types, drivers, seating arrangements and other requests are subject to availability unless expressly confirmed.

Drivers must meet the relevant supplier's age, licence and other requirements.

16. SPECIAL REQUESTS AND ACCESSIBILITY

If you have any special requirements, including dietary requirements, accessibility requirements, medical or mobility requirements, these should be notified to us at the time of booking.

We will pass relevant information to the appropriate supplier.

A request is not guaranteed unless the supplier has confirmed it.

We recommend that passengers with accessibility or medical requirements contact us as early as possible so that appropriate arrangements can be discussed with the relevant suppliers.

17. TRAVEL INSURANCE

We strongly recommend that you arrange suitable travel insurance as soon as your booking is confirmed.

Insurance should provide appropriate cover for cancellation, medical expenses, repatriation, baggage, personal belongings and other risks relevant to your trip.

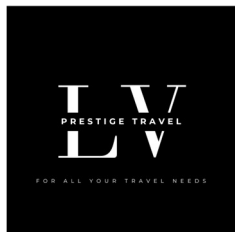
If you purchase insurance through us, you should check the policy carefully and ensure that all information provided is accurate.

You must disclose relevant information required by your insurer.

Travel insurance is separate from any financial protection that may apply to your travel arrangements.

18. PASSPORT, VISA AND ENTRY REQUIREMENTS

We can provide general information about passport, visa, entry and other travel requirements for your destination.



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It is your responsibility to check and ensure that you meet all passport, visa, immigration, health, vaccination and entry requirements applicable to you and everyone travelling with you before departure.

Requirements can vary depending on your nationality, destination and individual circumstances and may change between booking and departure.

You should check the latest requirements with the relevant embassy, consulate, government authority or other official source before travelling.

We recommend checking requirements well in advance of your departure date and again shortly before travel.

Neither LV Prestige Travel nor the relevant supplier accepts responsibility if you are unable to travel because you have not complied with applicable passport, visa, immigration, health or entry requirements, except where liability rests with us under applicable law.

19. HEALTH REQUIREMENTS

We can provide general information about health formalities and requirements that may apply to your destination.

However, requirements can vary between destinations and according to individual circumstances.

You are responsible for checking the latest requirements before travel and obtaining appropriate medical advice where necessary.

20. FINANCIAL PROTECTION

The financial protection applicable to your booking will depend upon the type of travel arrangements purchased and the identity of the organiser or supplier.

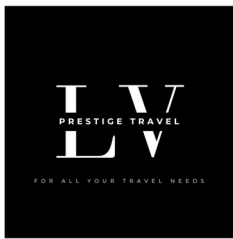
Where you purchase a package holiday organised by a tour operator, the relevant tour operator will generally be responsible for the package as organiser and the financial protection applicable to that package will be provided in accordance with the organiser's arrangements.

Where LV Prestige Travel is the organiser of a package, the financial protection applicable to that package will be provided in accordance with the protection arrangements applicable to LV Prestige Travel at the time of booking.

Where applicable, your booking confirmation or other booking documentation will identify the relevant organiser and the financial protection that applies.

If you purchase individual travel services, such as accommodation, flights, transfers, car hire or another individual service, financial protection may not apply.

Where a booking contains several different travel arrangements, the existence of financial protection for one element does not necessarily mean that every element of the booking is financially protected.



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You should check your booking documentation carefully to understand what financial protection applies to your particular booking.

21. PACKAGE HOLIDAYS

A package holiday may arise where two or more different types of travel service are combined for the same trip or holiday in circumstances covered by the Package Travel and Linked Travel Arrangements Regulations.

Where LV Prestige Travel is the organiser of a package, we will have the responsibilities imposed on organisers under applicable legislation.

Where another tour operator or supplier is the organiser, that organiser's terms and responsibilities will apply.

Your booking confirmation will identify the relevant organiser where applicable.

Where LV Prestige Travel is the organiser of a package, nothing in these Terms & Conditions excludes or limits any rights you have under applicable package travel legislation.

22. PERFORMANCE OF A PACKAGE

Where LV Prestige Travel is the organiser of a package, we are responsible for the performance of the travel services included in that package in accordance with applicable law.

If you experience a problem with a travel service included in a package organised by us, you should notify us or the relevant supplier without undue delay so that we have an opportunity to assist.

Where another business is the organiser of your package, you should follow the complaint and assistance arrangements set out by that organiser.

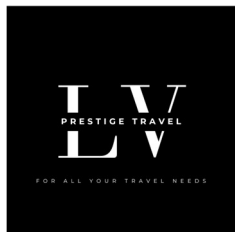
23. LINKED TRAVEL ARRANGEMENTS

Where applicable to your booking, certain arrangements may constitute a linked travel arrangement under the travel legislation in force at the time the booking is made.

The legal protection applying to a linked travel arrangement differs from that applying to a package.

Where the law requires us to provide specific information or insolvency protection in relation to a linked travel arrangement, this will be provided as required.

Travel legislation may change from time to time. The legal classification and protections applicable to your booking will be determined by the legislation in force when the relevant booking or travel contract is entered into.



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For the avoidance of doubt, where legislation changes the definition or treatment of linked travel arrangements or packages, the legislation applicable to the relevant booking will take precedence over these Terms & Conditions.

24. OUR RESPONSIBILITY

Where we act solely as an agent, our responsibility is to arrange the booking in accordance with your instructions and to exercise reasonable care and skill in carrying out those arrangements.

We are not responsible for the acts or omissions of the relevant travel supplier or for the actual provision, performance or quality of services supplied by that supplier, except where responsibility or liability rests with us under applicable law.

Where we are responsible for a booking error, we will deal with the matter in accordance with applicable law and the circumstances of the booking.

Where LV Prestige Travel is the organiser of a package, we will have the responsibilities imposed on package organisers under the applicable travel legislation.

Where another business is the organiser of your package, that organiser will be responsible for the performance of the package in accordance with applicable law.

Nothing in these Terms & Conditions excludes or limits any liability or responsibility which cannot legally be excluded or limited.

In particular, nothing in these Terms & Conditions excludes or limits liability for death or personal injury caused by our negligence, fraud or fraudulent misrepresentation, or any other liability which cannot lawfully be excluded or limited.

Where a limitation of liability is permitted by law, any such limitation will only apply to the extent permitted by applicable law and will not affect any statutory rights you may have.

25. INFORMATION PROVIDED BY US

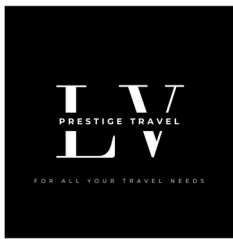
We take reasonable care to ensure that information we provide is accurate.

However, information supplied by third-party suppliers may change and may be passed on by us in good faith.

Travel arrangements, accommodation facilities, prices, schedules and other services may change after information has been published.

If a particular facility or arrangement is important to you, please ask us to confirm it with the relevant supplier before booking.

26. EVENTS OUTSIDE OUR CONTROL



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We will not be responsible for circumstances beyond our reasonable control where permitted by law.

Such circumstances may include, for example, natural disasters, severe weather, war, terrorism, civil unrest, industrial disputes, government action, border restrictions, pandemics or other events which could not reasonably have been avoided or overcome.

Where such circumstances affect your booking, we will provide reasonable assistance and liaise with relevant suppliers where possible.

Your rights to cancellation, refunds or alternative arrangements will depend upon the nature of the booking, the applicable supplier terms and any rights provided by law.

27. COMPLAINTS

If you experience a problem during your trip, you should report it immediately to the relevant supplier or its representative and, where appropriate, to us.

This gives the supplier an opportunity to investigate and put matters right.

Failure to report a problem promptly may reduce the supplier's opportunity to investigate or rectify it and may affect any compensation to which you may otherwise be entitled.

If you wish to make a complaint after returning home, please contact us in writing using the contact details on your booking documentation.

We will investigate complaints relating to our services and, where appropriate, liaise with the relevant supplier or organiser.

Where applicable, customers may have access to an approved Alternative Dispute Resolution scheme.

28. TRAVEL DOCUMENTS

Travel documents may be supplied electronically or by post.

You are responsible for checking all documents as soon as they are received and notifying us promptly of any error.

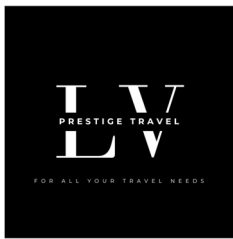
Where documents are posted, we will not be responsible for loss after they have left our offices unless the loss was caused by our negligence.

Any supplier or replacement-document charges may be payable by you.

29. FINAL TRAVEL ARRANGEMENTS

Before departure, you should check:

- your passport;



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- visa and entry requirements;
- health and vaccination requirements;
- travel insurance;
- flight details;
- baggage allowance;
- accommodation details;
- transfer arrangements; and
- any other travel documentation.

You should allow sufficient time to check in and complete airport security and border procedures.

Where applicable, you may need to reconfirm travel arrangements with the relevant supplier.

30. DATA PROTECTION

We process personal information in accordance with applicable data protection legislation and our Privacy Policy.

Information may be shared with suppliers, airlines, accommodation providers, transport companies, tour operators, insurers, authorities and other parties where necessary to arrange and provide your travel.

This may include special category information, such as accessibility, dietary or medical information, where it is necessary for the provision of your travel arrangements and processed in accordance with applicable law.

Information may also be provided to customs, immigration and other authorities where required by law.

Our Privacy Policy is available at:

[INSERT PRIVACY POLICY URL]

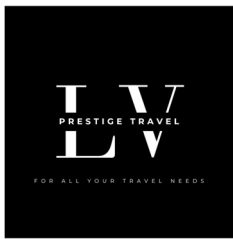
31. CHILDREN AND YOUNG PEOPLE

Where children or young people are included in a booking, the person making the booking is responsible for ensuring that appropriate parental or guardian consent and documentation are in place.

Some airlines, hotels, tour operators and other suppliers have specific requirements relating to children and young people travelling alone or as part of a group.

These requirements vary between suppliers and destinations.

You should notify us of any relevant circumstances at the time of booking.



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32. GENERAL

If any provision of these Terms & Conditions is found to be invalid or unenforceable, the remaining provisions will continue to apply.

These Terms & Conditions should be read together with your booking confirmation, the terms and conditions of the relevant supplier or suppliers and any other documentation provided to you in connection with your booking.

Where there is a conflict between these Terms & Conditions and mandatory consumer rights or applicable travel legislation, the relevant legislation will take precedence.

Where these Terms & Conditions refer to applicable legislation, the legislation in force and applicable to the relevant booking at the time the booking contract is entered into will apply.

If applicable legislation changes after a booking has been made, the rights and obligations relating to that booking will be determined in accordance with the transitional provisions and other requirements of that legislation.

33. LAW AND JURISDICTION

These Terms & Conditions and any contract between you and LV Prestige Travel are governed by English law unless applicable law provides otherwise.

The courts of England and Wales shall have jurisdiction, except that consumers living in Scotland or Northern Ireland may have the right to bring proceedings in the courts of their home jurisdiction.

Nothing in these Terms & Conditions affects your statutory consumer rights.

CONTACT DETAILS

LV Prestige Travel

Website: <https://www.lvprestigettravel.co.uk>

Email: infor@lvprestigettravel.co.uk

Company Registration Number: 15299018

PTS Membership: 6104

These Terms & Conditions are subject to applicable UK travel legislation and the terms and conditions of the relevant travel suppliers.