

The following terms and additional information ("Terms") are supplementary to and do not replace (unless where stated) If Only Holidays Limited's Booking Conditions which can be found by clicking [here](https://www.ifonly.net/booking-conditions) or visiting www.ifonly.net/booking-conditions. Where you make a booking with us for a holiday not covered by our Peace of Mind Guarantee ("Guarantee") these Terms and the main Booking Conditions form the basis of your contract with If Only Holidays Limited, a private limited company incorporated in Scotland with Company number SC268032 and registered office at 1 Waterloo Street, Glasgow, Scotland, G2 6AY.

Except for Clauses 3–6 below, these Terms do not apply to bookings covered by our Guarantee which can be found by clicking [here](https://www.ifonly.net/peace-of-mind-guarantee) or by visiting <https://www.ifonly.net/peace-of-mind-guarantee>.

Please contact us if you have any questions relating to when and how these Terms apply or if you have any questions about when or how our Guarantee applies.

1. Your Holiday Price and Payment (this Clause replaces Clause 1 in our Booking Conditions in relation to the same subject matter. Where there is any conflict between this Clause and Clause 1 in our Booking Conditions, the provision of this Clause 1 of the Terms will take apply instead of the conflicting provisions of Clause 1 of the Booking Conditions)

When you make your booking, you will be asked to pay a deposit per person. We will notify you of the deposit amount at the time of booking and in some cases, you will be asked for full payment, however this will be advised at the time of booking. The balance of your holiday will be due 10 weeks before your departure date or on the date we otherwise advise you of before we confirm your booking and no tickets will be issued until this time, provided you have paid the full balance.

A binding contract will exist between you and us as soon as we take a deposit or full payment and issue a confirmation invoice.

2. Limitation of Liability

Due to the ongoing COVID-19 global crisis, we acknowledge our obligations to comply with any official guidance from governments or local authorities, both in the UK and whilst on holiday.

Please note that we will have no liability for any refunds, compensation, costs, expenses or other losses of any kind incurred by you (including, where applicable, the cost of medical treatment), in the following circumstances:

- a) Prior to departure, you have been diagnosed with COVID-19 and are no longer able to travel. Where this happens within 14 days of your departure date, you must contact us and we will offer you the option of postponing your holiday to a later date (subject to any additional charges of which we will notify you), transferring your place on the holiday to another person nominated by you (subject to the Clause 23 of our Booking Conditions (in relation to Package Bookings), or cancelling your holiday in which case we will impose our standard cancellation charges in Clause 24 of our Booking Conditions (cancellation in relation to Package Holidays) or Clause 29 of our Booking Conditions (in relation to Single Service Elements).
- b) Prior to departure, you have been in contact with someone that has been diagnosed with COVID-19 (or they otherwise suspect they may have COVID-19) and are required to self-isolate. Where this happens within 14 days of your departure date, you must contact us and we will offer you the option of postponing your holiday to a later date (subject to any additional charges of which we will notify you), transferring your place on the holiday to another person nominated by you (subject to the Clause 23 of our Booking Conditions (in relation to Package Bookings) or cancelling your holiday in which case we will impose our standard cancellation charges in Clause 24 of our Booking Conditions (cancellation in relation to Package Holidays) or Clause 29 of our Booking Conditions (in relation to Single Service Elements).
- c) Prior to departure, the government of your country of origin impose quarantine requirements upon your return from your destination. To keep up to date with quarantine requirements that may apply on your return to the UK, please visit <https://www.gov.uk/guidance/coronavirus-covid-19-travel-corridors>. Please also visit <https://www.gov.uk/guidance/transport-measures-to-protect-the-uk-from-variant-strains-of-covid-19> for a list of red-list countries. If you have been through the countries listed on the red-list, the UK government will require you to quarantine for 10 days in an approved hotel and at your own cost. Information on how to book a quarantine hotel can be found here or by visiting <https://www.gov.uk/guidance/booking-and-staying-in-a-quarantine-hotel-when-you-arrive-in-england>. Please note that the information on the above sites may change and it is important that you check them regularly, especially before your departure from the country you are travelling from, and from your destination.
- d) After your departure date, you have been diagnosed during your holiday or have otherwise been in contact with someone who has been diagnosed with COVID-19 (or they otherwise suspect they may have COVID-19) and you are now required to self-isolate. Please notify us without delay and we will provide such reasonable assistance as we can in the circumstances but will not be responsible for covering the cost of any curtailment of your holiday, missed transport arrangements, additional accommodation required, or any other associated costs incurred by you. We strongly suggest you take out an insurance policy that will cover you for these costs.
- e) You fail any tests, checks or other measures imposed by a supplier, airline, port or airport, border control authority or other government body or local authority or fail to submit for testing or assessment when requested to do so, and as such you are denied entry to board the flight, enter to the destination, access to the services or you are otherwise unable to proceed with the holiday, or that portion of the holiday. In these circumstances, we cannot refund the cost of any travel arrangements you have not used.

If you are forced to cancel due to any of the above circumstances, subject to any other options we have offered, you will have to pay the cancellation charges set out in Clause cancellation charges in Clause 24 of our Booking Conditions (cancellation in relation to Package Holidays) or Clause 29 of our Booking Conditions (in relation to Single Service Elements). We strongly suggest you take out an insurance policy so you can recover these costs.

3. Cancellations and Refunds

There are certain circumstances where you are entitled to cancel your booking with us at any time before departure and receive a full refund, these are:

- a) If the Foreign, Commonwealth and Development Office (or the equivalent government body of your country of origin) advise against travel (including non-essential travel) to your destination; or
- b) We are unable to perform a significant part of your Package or your single service booking due forced closure and/or cancellation of the travel services booked. Please see Clause 24 in our Booking Conditions for more information on this where you have booked a Package with us.

All cancellations must be notified to us in writing. The right to cancel in the above circumstances will arise until 14 days before your scheduled departure date (and only applies if the relevant restrictions are still in place at the time of cancellation). Notification of cancelled bookings or cancellations will be effective from the date on which we receive it. Following receipt of your notice to cancel we will issue you with a refund credit note or a full refund depending on the option you have chosen.

In addition to the above, and as part of our ongoing commitment to good customer services, we will offer you a refund (applying the charges outlined in Clause 24 of our Booking Conditions) if prior to departure, you live in a place that has imposed local or national lockdown restrictions and you can no longer travel.

4. Awareness and Measures

In response to the COVID-19 global crises, each destination has implemented their own health and safety measures and precautions in an attempt to combat the spread of the disease. Specific regions and resorts have also introduced their own health and safety measures in line with government advice (local or national), depending on their capacity and ability to take certain precautions. It is your responsibility make yourself aware of the measures that are in place at the travel destination, as well as the resort/other accommodation you have booked. Measures may also vary for each activity, tour and other excursions you have booked.

Certain measures may be mandatory and it is essential you and any members of your party comply with and respect any local and national health and safety measures throughout the duration of your stay as you could face penalties for failing to do so. Such measures may include, but are not limited to, social distancing, the use of face masks both indoors and/or outdoors by staff and customers, a maximum number of households in accommodation and/or certain other facilities, changes to entertainment options or food/drink availability and restrictions on the use of certain facilities. We will not be liable for any costs, fees or charges you incur from your failure to

comply with any mandatory requirements or measures.

Where possible, we will make you aware in advance of any mandatory or advised measures that are in place at your travel destination and/or in place at any of the services that make up your booking. However, it is your responsibility to check the measures and precautions that are in place at your travel destination and ensure you are checking these regularly before your departure date. For further information, please visit <https://www.gov.uk/foreign-travel-advice> and search for the country you are planning to travel to. However it is your responsibility to check if your relevant government has introduced changes to quarantine or additional testing as this may be required to be booked in advance of your return to the UK and Ireland.

5. Entry Requirements and Requirements of Suppliers

It is your responsibility to check the entry requirements for the travel destination(s), as many countries have introduced new and additional entry requirements because of COVID-19.

Most airports require you to undergo a temperature check as well as a visual health check before you check in for your flight and/or again before you board your plane. Depending on your travel destination, or the country you are travelling from, you may be required to complete and present additional travel documentation before you travel detailing any destination you have travelled through/visited in the 14 days preceding your departure date, whether you have been in contact with anyone with COVID-19 in the 14 days preceding your departure and your COVID-19 history. You may also be required to present a negative PCR test and/or medical tests/certificates or evidence of having vaccination before you are able to enter the country and will be responsible for the cost of this test. If you fail to complete the above when required, or if you fail any health check, you will be denied boarding and entry to the country you were travelling to. We do not accept responsibility if you cannot travel and are not liable for any costs, fees or charges you incur if you have not complied with the requirements or if you fail any health check.

To allow for international travel, countries are now introducing further measures that you will need to comply with after you have entered the country. Such measures include the requirement undergo a second PCR test several days after the first accepted negative test result and you will be required to quarantine at your accommodation at your own expense until the result of that second is negative. If the result of the second test is positive, you will be subject to further quarantine at your accommodation at your expense. Please note that all PCR tests and complying with any medical/health requirements will be at the cost of the customer and we will not be liable for any costs, fees or charges you incur if you are required to undergo additional tests or pay for additional accommodation.

These entry requirements will differ for each country and may change before your departure date. Therefore, it is important that you keep up to date with the entry requirements and further requirements that are in place for your travel destination.

Where possible, we will make you aware in advance of any mandatory or advised measures that are in place at your travel destination, as well as measures that your airline implements and any entry requirements you should be aware of when you arrive at your destination. We will attempt to notify you without delay if any of the

entry requirements change before your departure date but it is your responsibility to make yourself aware of the above and regularly check for the most up to date information up until the point of your departure. For further information on entry requirements, please visit <https://www.gov.uk/foreign-travel-advice> and search for the country you are planning to travel to.

6. Travel and Medical Insurance

It is a condition of your contract with us that you have adequate travel insurance in place. Your insurance policy must include provisions relating to COVID-19, covering you and members of your party for situations including but not limited to, where you have been diagnosed with COVID-19 before your departure date, where you have been in contact with someone that has been diagnosed with COVID-19 and are required to self-isolate. It must also cover you for COVID-19 related circumstances during your holiday, for example, where you have been diagnosed or have been in contact with someone who has been diagnosed with COVID-19 during your holiday. In these circumstances, your policy should cover you for repatriation where necessary, emergency medical expenses abroad and additional costs of accommodation and/or transport if you need to self-isolate and extend your stay. Please ensure that your insurance policy covers repatriation for you and all members of your party if it is a group policy, otherwise each individual person will need their own travel insurance policy to cover for repatriation as we will not be liable for any additional costs, fees or charges incurred by you or any member of your party in booking additional transport, including flights.

Please be aware that many insurance policies may be void in full or in part if you choose to travel contrary to Foreign, Commonwealth and Development Office (FCDO) advice and that some policies may exclude cover for certain COVID-19 related risks or events, e.g. border closure or repatriation related to FCDO advice against travel and/or the requirement to quarantine upon your arrival into your country of origin. You should check your policy carefully. You should check the FCDO advice regularly in relation to your travel destination(s) and you can sign up to receive FCDO email alerts about updates by visiting <https://www.gov.uk/foreign-travel-advice/email-signup>.

Important note: Important note: If you are a UK citizen travelling to an EU country, Norway, Iceland, Liechtenstein or Switzerland then you may rely on your European Health Insurance Card (EHIC) or UK Global Health Insurance Card (GHIC) provided that you meet they are valid and you meet the relevant requirements for the EHIC or GHIC as appropriate. Customers who are visiting one of the above countries on 31st December 2020 may rely on the EHIC for the duration of that holiday to that country. However, the EHIC may not be valid for some UK citizens who commence travelling on or after 1st January 2021 due to the UK's decision to leave the European Union. Please be aware that in the event you do become ill on holiday whilst travelling with an EHIC or GHIC, the EHIC or GHIC may not provide the medical treatment that you would expect to receive from the National Health Service (NHS) or under your healthcare insurance (the GHIC and EHIC usually relate to necessary medical treatment) and it does not cover repatriation to the UK as a result of illness so your travel insurance policy should cover you for this.