



# Information & Price Guide

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## Useful Information

These prices are intended as a guide and are based on weekend departures, unless indicated. Powder Byrne offers flexible itineraries adaptable to your requirements and prices will alter if you are travelling at any time other than that stated or if you are using alternative routes. Please contact our sales team to confirm arrangements that best suit your requirements.

There are a selection of room prices quoted for each hotel, however, many have other room types available on request. Please contact our sales team for details.

### PRICES INCLUDE:

- Airport transfers by minibus or private taxi to resort.
- Accommodation - either bed and breakfast or half board, as indicated in the specific room category.
- Powder Byrne resort service on dates indicated.

Prices are per person and are based on 2 or 4 people sharing, for 7 or 14 nights, as indicated. Please note prices do not include flights, however we are happy to supply a quote for these separately.

We would be happy to quote the price of your holiday in Euros instead of Sterling if you would prefer. Please advise your sales consultant.

### MAKING YOUR OWN TRAVEL ARRANGEMENTS

If you are making your own way to the resort, we will re-quote the holiday price for you. Please discuss your requirements with our sales team.

### CARBON EMISSIONS

We actively encourage the offsetting of carbon emissions. To offset the emissions associated with your holiday visit [www.carbonfootprint.com](http://www.carbonfootprint.com)

### ATOL PROTECTION

Holidays booked with flights are ATOL protected by the Civil Aviation Authority. Our number is ATOL 2763.

### ABTA PROTECTION

Holidays booked without flights are protected by ABTA. Our ABTA number is V4890.

### OUR RESORTS

Our hotels are handpicked and only the very best have made it in. Their superb balance of great atmosphere, quality facilities and service, we believe, make them exactly what our clients are looking for. By adding our unique children's programmes and childcare teams, we enable our guests to enjoy each one of our hotels. If you wish to travel to any of our resorts at times other than stated in this information guide, then please contact our sales team.

Please note that some of our resorts are shut during the low season. A number of our hotels are perfect for weekend breaks. The relevant hotels have been highlighted in the price guide. Please contact our sales team for prices.

### SAFETY

All parents should be aware that all these hotels are built in a Mediterranean style with stone and marble walkways and steps. All have swimming pools, which present potential hazards to young children. We therefore strongly advise parents to be especially attentive of children at all times. It should also be noted that parents expecting to make frequent use of pushchairs should state this at the time of booking to assist in selecting the most suitable resort.

### BUSINESS CLASS UPGRADES

We are able to arrange Business Class upgrades with selected airlines at competitive rates. These upgrades will enable you to benefit from the additional service and comfort of Business Class travel, such as:

- Business Class check-in.
- Access to the Business Class lounge.
- Increased luggage allowance.
- Upgraded catering and cabin services.
- Priority luggage clearance at UK airports on your return journey.

Please note that these Business Class tickets do not give you the full flexibility to change your flight arrangements without charge. However, fully flexible flights can be obtained. Please speak to our sales team.

### HOW YOU RATED OUR RESORTS

These ratings are the opinions of guests who travelled with us during summer 2008 and are taken from the questionnaires completed by them. Ratings are for the hotels' location and facilities and are average scores from all the questionnaires, marked out of 5, where: 5 is "excellent", 4 is "good", 3 is "average", 2 is "below average", 1 is "poor".

### UNDER 2'S TRAVEL FREE

All children, who are under the age of 2 years on the date of their return from holiday, travel free with Powder Byrne if they are staying in their parents' room. This includes their transfers and accommodation.

NB. Temperatures quoted in the brochure are average daily maximums.

# Tala Bay Resort, 5 star Jordan

## ACCOMMODATION

OCCUPANCY			
ROOM TYPE	ADULTS	EXTRABED/ COT	MAX
SEA VIEW	2	1	3
JUNIOR SUITE	2	1	3

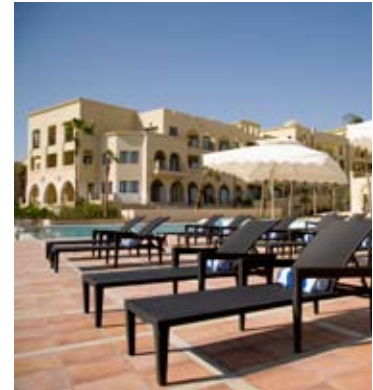
## PRICES

DATES	SEA VIEW		JUNIOR SUITE	
	1 WEEK	2 WEEKS	1 WEEK	2 WEEKS
	B & B		B & B	
01 Mar - 15 Mar 09	£552	£1,032	£952	£1,832
16 Mar - 06 Apr 09	£632	£1,192	£978	£1,885
07 Apr - 14 Apr 09	£869	£1,640	£1,329	£2,560
15 Apr - 30 Apr 09	£632	£1,192	£978	£1,885
01 May - 31 May 09	£658	£1,245	£1,005	£1,938
01 Jun - 15 Jun 09	£578	£1,085	£925	£1,778
16 Jun - 19 Oct 09	£658	£1,245	£1,005	£1,938
20 Oct - 03 Nov 09 (based on 2008 prices)	£869	£1,640	£1,329	£2,560

■ Weeks Powder Byrne staff present in resort.  
Price includes bed and breakfast accommodation, transfers and Powder Byrne service, unless indicated.  
Prices are per person, based on 2 adults sharing.  
Based on Tuesday departures.

## CHILDREN'S PRICES

CHILDREN ON EXTRA BED	2 - 6 YEARS		7+ YEARS	
	1 WEEK	2 WEEKS	1 WEEK	2 WEEKS
LOW SEASON	Free Accommodation	Free Accommodation	From £542	From £1,076
HIGH SEASON	£102	£182	£687	£1,349



## Travel

Flying time is approximately 5 hours from London Gatwick. Tala Bay Resort is 20 minutes' drive from Aqaba airport by minibus or private taxi transfer.

1. Direct flights to Aqaba with Monarch depart from London Gatwick.
2. Flights via Amman with Royal Jordanian depart from London Heathrow.

Visas are issued on arrival for the small cost of JD10.

## Accommodation

All rooms are beautifully furnished with stunning views over the Red Sea. They are designed in soothing beige, tan and white tones and come equipped with high-quality amenities such as flat-panel LCD televisions, coffee and tea-making facilities and free high-speed internet access.

## Hotel Ratings

As Tala Bay Resort is new for 2009 we have not yet had any client feedback.

# The Residence, 5 star Tunisia



## Travel

The Residence is 30 minutes drive from Tunis airport by minibus or private taxi transfer.

1. Flights to Tunis with British Airways depart from London Gatwick.
2. Flights to Tunis with Tunisair depart from London Heathrow.

## Accommodation

Rooms at The Residence are spacious and are elegantly and stylishly decorated with traditional Moorish colours and designs. Rooms have either a garden or sea view.

All the rooms have satellite television, minibar, hi-fi and safe. The marble bathrooms have a separate bath and shower and a small walk-in wardrobe with drawers, cupboards and hairdryer.

## Hotel Ratings

These ratings are the opinions of guests who travelled to The Residence with Powder Byrne in 2008 and represent the average scores from the questionnaires completed by them.

## ACCOMMODATION

OCCUPANCY				
ROOM TYPE		ADULTS	EXTRA BED	MAX
DOUBLE ROOM	WITH SOFA BED FOR 1 CHILD	2	1	3
SUITES	ALL HAVE A SEA OR A POOL VIEW	2	2	4

## HOTEL RATING

ELEMENT OF HOTEL	RATING
LOCATION	4.3
ROOMS	4.7
SPORTS FACILITIES	4.5
SERVICE	4.7
FOOD	4.2
CHILDREN'S MEALS	4.0
CHILDREN'S FACILITIES	4.3
ATMOSPHERE	4.3

## PRICES

DATES	GARDEN VIEW		SEA VIEW		SUITE - POOL VIEW	
	1 WEEK	2 WEEKS	1 WEEK	2 WEEKS	1 WEEK	2 WEEKS
	B & B	B & B	B & B	B & B	B & B	B & B
01 Jan - 01 Mar 09	£700	£1,310	£782	£1,475	£1,365	£2,640
02 Mar - 03 Apr 09	£800	£1,510	£926	£1,760	£1,552	£3,015
04 Apr - 10 Apr 09	£922	£1,736	£1,050	£2,010	£1,780	£3,470
11 Apr - 18 Apr 09	£1,146	£2,189	£1,330	£2,544	£2,170	£4,229
19 Apr - 30 Apr 09	£902	£1,906	£1,050	£2,010	£1,780	£3,470
01 May - 22 May 09	£800	£1,510	£926	£1,760	£1,552	£3,015
23 May - 31 May 09	£1,047	£1,975	£1,190	£2,260	£1,912	£3,698
01 Jun - 05 Jul 09	£800	£1,510	£926	£1,760	£1,552	£3,015
06 Jul - 06 Sep 09	£908	£1,727	£1,052	£2,014	£1,767	£3,445
07 Sep - 16 Oct 09	£800	£1,510	£926	£1,760	£1,552	£3,015
17 Oct - 01 Nov 09	£1,047	£1,975	£1,190	£2,260	£1,912	£3,698
02 Nov - 31 Dec 09	£800	£1,510	£926	£1,760	£1,552	£3,015

Weeks Powder Byrne staff present in resort.

Price includes bed and breakfast accommodation, transfers and Powder Byrne service, unless indicated.

Prices are per person, based on 2 adults sharing 7 nights for the price of 6 all year, excluding April.

## CHILDREN'S PRICES

CHILDREN ON EXTRA BED	2 - 11 YEARS		12+ YEARS	
	1 WEEK	2 WEEKS	1 WEEK	2 WEEKS
LOW SEASON	Free Accommodation	Free Accommodation	From £412	From £816
HIGH SEASON	From £95	From £165	From £658	From £1,290

CHILDREN IN OWN ROOM	2 - 11 YEARS			
	GARDEN VIEW		SEA VIEW	
	1 WEEK	2 WEEKS	1 WEEK	2 WEEKS
LOW SEASON	From £486	From £879	From £536	From £980
HIGH SEASON	From £790	From £1,487	From £960	From £1,827

# The Hermitage, 5 star Elba

## ACCOMMODATION

OCCUPANCY			
ROOM TYPE	ADULTS	EXTRA BED/COT	MAX
DOUBLE ROOM	2	1	3
APARTMENTS	2	1 or 2	3 or 4

## HOTEL RATING

ELEMENT OF HOTEL	RATING
LOCATION	4.7
ROOMS	3.7
SPORTS FACILITIES	4.6
SERVICE	4.9
FOOD	4.9
CHILDREN'S MEALS	4.6
CHILDREN'S FACILITIES	4.5
ATMOSPHERE	4.8

## PRICES

DATES	CLASSIC				SEA VIEW			
	1 WEEK		2 WEEKS		1 WEEK		2 WEEKS	
	B & B		B & B		B & B		B & B	
25 Apr - 22 May 09	£1,232	£1,140	£2,136	£1,955	£1,467	£1,354	£2,605	£2,375
23 May - 29 May 09	£1,522	£1,416	£2,962	£2,720	£1,798	£1,664	£3,544	£3,249
30 May - 19 Jun 09	£1,748	£1,619	£3,142	£2,888	£2,047	£1,889	£3,746	£3,428
20 Jun - 03 Jul 09	£2,015	-	£3,676	-	£2,339	-	£4,329	-
04 Jul - 17 Jul 09	£2,090	-	£3,827	-	£2,429	-	£4,509	-
18 Jul - 31 Jul 09	£2,116	-	£3,885	-	£2,458	-	£4,566	-
01 Aug - 14 Aug 09	£2,260	-	£4,165	-	£2,629	-	£4,916	-
15 Aug - 21 Aug 09	£2,200	-	£3,894	-	£2,566	-	£4,585	-
22 Aug - 28 Aug 09	£2,039	-	£3,459	-	£2,368	-	£4,089	-
29 Aug - 11 Sep 09	£1,479	-	£2,610	-	£1,742	-	£3,136	-
12 Sep - Closing	£1,232	£1,140	£2,136	£1,955	£1,467	£1,354	£2,605	£2,375

Weeks Powder Byrne staff present in resort.

**EARLY BOOKING DISCOUNT - BOOKING BEFORE 28TH FEBRUARY**

**EARLY BOOKING DISCOUNT - BOOKING BEFORE 31ST MAY**

Price includes half board accommodation, transfers from Pisa and Powder Byrne service, unless indicated.

Prices are per person, based on 2 adults sharing.

## CHILDREN'S PRICES

DATES	CHILDREN IN APARTMENT			
	1 WEEK		2 WEEKS	
	B & B		B & B	
25 Apr - 22 May 09	£702	£622	£1,385	£1,236
23 May - 29 May 09	£952	£858	£2,098	£1,900
30 May - 19 Jun 09	£1,154	£1,038	£2,269	£2,050
20 Jun - 03 Jul 09	£1,379	-	£2,719	-
04 Jul - 17 Jul 09	£1,442	-	£2,844	-
18 Jul - 31 Jul 09	£1,460	-	£2,887	-
01 Aug - 14 Aug 09	£1,577	-	£3,115	-
15 Aug - 21 Aug 09	£1,532	-	£2,889	-
22 Aug - 28 Aug 09	£1,399	-	£2,532	-
29 Aug - 11 Sep 09	£1,016	-	£1,995	-
12 Sep - Closing	£702	£622	£1,385	£1,236

CHILDREN ON EXTRA BED	3 - 8 YEARS		9 - 12 YEARS	
	1 WEEK	2 WEEKS	1 WEEK	2 WEEKS
LOW SEASON	£97	£170	£412	£800
HIGH SEASON	3 - 4 YEARS		5 - 12 YEARS	
	£349	£672	£450	£879

Children on half board in child restaurant (supplement available on request for upgrade to main restaurant).

## Travel

Elba is an island off the Tuscan coast. There are a variety of ways of reaching the island, each with different appeal. Please select your preferred transfer from below. Our sales team can help with further advice and exact quotes where applicable.

1. Private taxi/minibus transfer from a mainland airport to Piombino, followed by a 1 hour ferry crossing to Elba and 15 minute transfer once on the island.
2. Car-hire. Many people like to have a car available so they can explore the island or visit the delights of Tuscany at the beginning or end of their holiday. We can organise ferry tickets, maps and directions for you to reach the island.

## Flights

1. Flights to Pisa with British Airways and Easyjet depart from London Gatwick (1 hour 15 minute transfer to Piombino).
2. Flights to Florence with Meridiana depart from London Gatwick (2 hour transfer to Piombino).
3. Flights to Rome available with British Airways, Easyjet and Alitalia (3 hour transfer to Piombino).

## Accommodation

Accommodation comprises of double rooms and apartments. Each bedroom has an en suite bathroom and is decorated in simple, Italian style with tiled floors. All accommodation has air-conditioning, cable TV, minibar and either a balcony or terrace with views of the sea or gardens. Please note that some sea views are better than others. Some double rooms interconnect. Apartments consist of a normal double room, which also has a smaller children's room with one or two beds.

## Hotel Ratings

These ratings are the opinions of guests who travelled to the Hermitage with Powder Byrne in 2008 and represent the average scores from the questionnaires completed by them.

# Valle dell'Erica, 5 star

## Sardinia



### Travel

Valle dell'Erica is 1 hour from Olbia airport by minibus or private taxi transfer.

Flights to Olbia are with Meridiana and Easyjet depart from London Gatwick.

### Accommodation

All of the rooms are decorated in a Mediterranean style. They are all on the ground floor with a covered veranda with a seating area and private access. They also have a bathroom with shower, air-conditioning, telephone, Sky TV, safe, minibar, hairdryer as well as beach towels and bathrobes.

### Hotel Ratings

These ratings are the opinions of guests who travelled to Valle dell'Erica with Powder Byrne in 2008 and represent the average scores from the questionnaires completed by them.

### ACCOMMODATION

ROOM TYPE	OCCUPANCY		
	ADULTS	EXTRA BED/ COT	MAX
STANDARD DOUBLE	2	n/a	2
CLASSIC DOUBLE	2	1	3
JUNIOR SUITE ERICA	2	2	4
JUNIOR SUITE MIRTILLA	2	2	4

### HOTEL RATING

ELEMENT OF HOTEL	RATING
LOCATION	4.3
ROOMS	4.0
SPORTS FACILITIES	3.9
SERVICE	4.3
FOOD	4.3
CHILDREN'S MEALS	3.8
CHILDREN'S FACILITIES	4.5
ATMOSPHERE	4.3

### PRICES

DATES	STANDARD DOUBLE				JUNIOR SUITE ERICA			
	1 WEEK		2 WEEKS		1 WEEK		2 WEEKS	
	HB	HB	HB	HB	HB	HB	HB	HB
23 May - 29 May 09	£746	£682	£1,457	£1,322	£916	£832	£1,646	£1,626
30 May - 19 Jun 09	£888	£810	£1,592	£1,442	£1,072	£976	£1,939	£1,760
20 Jun - 03 Jul 09	£1,100	£999	£1,997	£1,808	£1,386	£1,258	£2,537	£2,294
04 Jul - 10 Jul 09	£1,244	£1,130	£2,267	£2,049	£1,569	£1,424	£2,889	£2,610
11 Jul - 17 Jul 09	£1,612	£1,477	£2,947	£2,685	£1,999	£1,827	£3,687	£3,356
18 Jul - 31 Jul 09	£1,636	£1,499	£2,987	£2,730	£2,032	£1,855	£3,737	£3,399
01 Aug - 07 Aug 09	£1,612	£1,477	£3,188	£2,900	£1,999	£1,827	£3,995	£3,628
08 Aug - 14 Aug 09	£1,866	£1,705	£3,430	£3,119	£2,332	£2,125	£4,315	£3,915
15 Aug - 21 Aug 09	£1,810	£1,657	£3,087	£2,819	£2,265	£2,064	£3,885	£3,528
22 Aug - 28 Aug 09	£1,566	£1,435	£2,700	£2,468	£1,944	£1,775	£3,375	£3,072
29 Aug - 04 Sep 09	£1,100	£1,020	£1,795	£1,645	£1,386	£1,258	£2,240	£2,027
05 Sep - 11 Sep 09	£888	£810	£1,457	£1,322	£1,072	£976	£1,795	£1,626
12 Sep - 19 Sep 09	£746	£682	N/A	N/A	£916	£836	N/A	N/A

Weeks Powder Byrne staff present in resort.

EARLY BOOKING DISCOUNT - BOOKING BEFORE 31ST MARCH

Price includes half board accommodation, transfers and Powder Byrne service, unless indicated.

Prices are per person, based on 2 adults sharing.

### CHILDREN'S PRICES

CHILDREN ON EXTRA BED	JUNIOR SUITE ERICA	
	1 WEEK	2 WEEKS
LOW SEASON	£414	£852
HIGH SEASON	£908	£1,709

# Porto Elounda, 5 star Crete

## ACCOMMODATION

OCCUPANCY				
ROOM TYPE		ADULTS	EXTRA BED/COT	MAX
PORTO DELUXE ROOM	LOCATED IN THE MAIN BUILDING	2	1	3
PORTO DELUXE SUITE	LOCATED IN THE MAIN BUILDING	2	2	4
JUNIOR SUITE	-	2	1	3
ONE BEDROOM SUITE	-	2	2	4

## HOTEL RATING

ELEMENT OF HOTEL	RATING	
	ELOUNDA	PENINSULA
LOCATION	4.0	5.0
ROOMS	4.2	4.3
SPORTS FACILITIES	4.1	4.0
SERVICE	4.4	4.7
FOOD	3.6	4.3
CHILDREN'S MEALS	4.0	4.0
CHILDREN'S FACILITIES	4.7	4.0
ATMOSPHERE	4.5	4.3

## PRICES

DATES	PORTO DELUXE ROOM		PORTO DELUXE SUITE	
	1 WEEK	2 WEEKS	1 WEEK	2 WEEKS
	HALF BOARD		HALF BOARD	
04 Jul - 10 Jul 09	£1,116	£2,536	£1,929	£4,156
11 Jul - 18 Jul 09	£1,540	£2,955	£2,349	£4,586
19 Jul - 31 Jul 09	£1,560	£3,028	£2,388	£4,709
01 Aug - 14 Aug 09	£1,709	£3,298	£2,726	£5,327
15 Aug - 21 Aug 09	£1,660	£3,038	£2,647	£4,807
22 Aug - 04 Sep 09	£1,496	£2,870	£2,285	£4,449
05 Sep - 25 Sep 09	£1,069	£2,019	£1,847	£3,578
26 Sep - 30 Sep 09	£924	£1,629	£1,572	£2,835
01 Oct - 16 Oct 09	£824	£1,529	£1,380	£2,639
17 Oct - 31 Oct 09	£882	£1,647	£1,350	£2,578

Weeks Powder Byrne staff present in resort.  
Price includes half board accommodation, transfers and Powder Byrne service, unless indicated.  
Prices are per person, based on 2 adults sharing.

**EARLY BOOKING DISCOUNT IS AVAILABLE - BOOKING BEFORE 28TH FEBRUARY (PLEASE CALL OUR SALES TEAM FOR DETAILS)**

Porto Elounda is open from mid December 2008 to mid November 2009 with Powder Byrne service on the dates indicated. Please call our sales team for prices.  
Dine around supplement Porto Elounda - £157 per person.

DATES	PENINSULA			
	JUNIOR SUITE - PRIVATE POOL		ONE BEDROOM SUITE	
	1 WEEK	2 WEEKS	1 WEEK	2 WEEKS
	B & B		B & B	
04 Jul - 10 Jul 09	£2,438	£5,856	£2,522	£4,888
11 Jul - 18 Jul 09	£3,539	£6,957	£4,216	£8,276
19 Jul - 31 Jul 09	£3,587	£7,157	£4,280	£8,389
01 Aug - 14 Aug 09	£4,295	£8,470	£5,318	£10,479
15 Aug - 21 Aug 09	£4,177	£7,495	£5,160	£10,174
22 Aug - 04 Sep 09	£3,436	£6,755	£4,094	£8,036
05 Sep - 11 Sep 09	£3,385	£5,596	£4,036	£7,920
12 Sep - 05 Oct 09	£2,334	£4,544	£2,415	£4,678

Weeks Powder Byrne staff present in resort.  
Price includes bed and breakfast accommodation, transfers and Powder Byrne service, unless indicated.  
The peninsula is open from 24 April to 5 October 2009 with Powder Byrne service on the dates indicated.  
Please call our sales team for prices.  
Dine around supplement Peninsula - £313 per person.

## CHILDREN'S PRICES

CHILDREN ON EXTRA BED AGED 2 - 11 YEARS	FIRST CHILD		SECOND CHILD	
	1 WEEK	2 WEEKS	1 WEEK	2 WEEKS
	HALF BOARD		HALF BOARD	
HIGH SEASON	From £609	From £1,194	From £609	From £1,194
PENINSULA CHILDREN AGED 2 - 11 YEARS	1 WEEK		2 WEEKS	
	B & B			
HIGH SEASON	From £609		From £1,194	



## Travel

Porto Elounda Deluxe Resort and the Peninsula All-Suite Hotel are 1 hour's drive from Heraklion airport by private taxi transfer.

1. Direct flights to Heraklion with Easyjet depart from London Gatwick.
2. Flights to Heraklion via Athens with Olympic Airways depart from London Heathrow.

## Accommodation

Accommodation at Porto Elounda is in double rooms or suites in the main hotel building. Decor is simple yet traditionally elegant with tiled floors, whitewashed walls and marble bathrooms. The hotel also has other room options, which are available on request.

The Peninsula offers a range of spacious suites, all with direct access to private pools or the sea. All types of accommodation offer a terrace or balcony and views over the bay. Some villas have their own small pool and a number of rooms have access to pools directly from their terrace (not suitable for young children). Decor is simple yet traditionally elegant with tiled floors, whitewashed walls and marble bathrooms. The hotel also has other room options, which are available on request.

## Hotel Ratings

These ratings are the opinions of guests who travelled to Porto Elounda and the Peninsula with Powder Byrne in 2008 and represent the average scores from the questionnaires completed by them.

# Formentor, 5 star Mallorca



## Travel

The Formentor is 1 hour 10 minutes drive from Palma airport by minibus or private taxi transfer.

1. Flights to Palma with British Airways depart from London Gatwick.
2. Flights to Palma with bmi depart from London Heathrow.
3. Flights to Palma with Monarch depart from Luton airport.
4. Flights to Palma with Easyjet depart from London Gatwick, Luton and Stansted airport.

## Accommodation

The rooms and suites at the Formentor are spacious and elegantly decorated. All come equipped with air-conditioning, satellite television, hairdryer, minibar and safe. Rooms have either a mountain or sea view.

## Hotel Ratings

As Formentor is new for 2009 we have not yet had any client feedback.

## ACCOMMODATION

OCCUPANCY			
ROOM TYPE	ADULTS	EXTRA BED/ COT	MAX
DOUBLE MOUNTAIN VIEW	2	1	3
DOUBLE SEA VIEW	2	1	3
JUNIOR SUITE	2	2	4

## PRICES

DATES	DOUBLE MOUNTAIN VIEW		DOUBLE SEA VIEW		JUNIOR SUITE	
	1 WEEK	2 WEEKS	1 WEEK	2 WEEKS	1 WEEK	2 WEEKS
	B & B	B & B	B & B	B & B	B & B	B & B
01 May - 31 May 09*	£658	£1,176	£916	£1,694	£1,450	£2,760
01 Jun - 30 Jun 09*	£825	£1,509	£1,189	£2,242	£1,739	£3,339
01 Jul - 10 Jul 09	£1,384	£2,628	£1,562	£2,979	£2,344	£4,547
11 Jul - 17 Jul 09	£1,779	£3,377	£1,989	£3,800	£2,918	£5,664
18 Jul - 31 Jul 09	£1,806	£3,427	£2,018	£3,857	£2,967	£5,749
01 Aug - 15 Aug 09	£1,779	£3,377	£1,989	£3,800	£2,918	£5,664
16 Aug - 31 Aug 09	£1,728	£3,279	£1,934	£3,690	£2,838	£5,499
01 Sep - 26 Sep 09*	£844	£1,530	£1,210	£2,258	£1,739	£3,339

Weeks Powder Byrne staff present in resort.  
\* 7 nights for the price of 6.

Weekend breaks available - please speak to our sales team for details.

Price includes bed and breakfast accommodation, transfers and Powder Byrne service, unless indicated.

Prices are per person, based on 2 adults sharing.

**SPECIAL OFFERS (01 May - 31 May 09):**

- Complimentary tennis, mini golf, table tennis, putting green.
- Reduction in green fees on Pollenca courses.
- Complimentary car rental for stays of 5 nights or more. Conditions apply.

## CHILDREN'S PRICES

CHILDREN ON EXTRA BEDS 3 - 11 YEARS	1 WEEK	2 WEEKS
LOW SEASON	From £264	From £506
11 Jul - 31 Aug 09	From £767	From £1,509
01 Sep - 26 Sep 09	From £359	From £694

# Arabella, 5 star Mallorca

## ACCOMMODATION

OCCUPANCY				
ROOM TYPE		ADULTS	EXTRA BED/COT	MAX
DELUXE SINGLE GARDEN	SEE NOTE BELOW	1	1	2
GRAND DELUXE	SOME HAVE A SOFA BED	2	1	3
JUNIOR SUITE GARDEN	OPEN PLAN WITH A SOFA BED	2	2	4

DELUXE SINGLE GARDEN:  
These rooms have French double beds (1.6m wide) and can interconnect: ideal for a family of four.

## HOTEL RATING

ELEMENT OF HOTEL	RATING
LOCATION	4.1
ROOMS	3.8
SPORTS FACILITIES	4.1
SERVICE	3.5
FOOD	3.8
CHILDREN'S MEALS	4.1
CHILDREN'S FACILITIES	4.5
ATMOSPHERE	4.1

## PRICES

DATES	DELUXE SINGLE GARDEN VIEW		GRAND DELUXE		JUNIOR SUITE GARDEN VIEW	
	1 WEEK	2 WEEKS	1 WEEK	2 WEEKS	1 WEEK	2 WEEKS
	B & B	B & B	B & B	B & B	B & B	B & B
01 Jan - 18 Feb 09	£1,139	£2,205	£1,068	£2,063	£1,280	£2,490
19 Feb - 08 Apr 09	£1,280	£2,490	£1,120	£2,170	£1,317	£2,558
09 Apr - 12 Apr 09	£1,555	£2,977	£1,418	£2,662	£1,764	£3,292
13 Apr - 23 Apr 09*	£1,290	£2,710	£1,139	£2,380	£1,379	£2,909
24 Apr - 22 May 09	£1,495	£2,916	£1,315	£2,558	£1,599	£3,130
23 May - 01 Jun 09	£1,878	£3,666	£1,675	£3,248	£2,009	£3,910
02 Jun - 13 Jun 09	£1,830	£3,498	£1,627	£3,140	£1,952	£3,758
14 Jun - 04 Jul 09	£1,627	£3,147	£1,587	£3,075	£1,810	£3,520
05 Jul - 30 Jul 09	£1,315	£2,558	£1,280	£2,490	£1,477	£2,877
31 Jul - 22 Aug 09*	£1,379	£2,689	£1,290	£2,510	£1,627	£3,180
23 Aug - 29 Aug 09	£1,600	£3,130	£1,495	£2,916	£1,886	£3,698
30 Aug - 03 Oct 09	£1,495	£2,916	£1,315	£2,558	£1,599	£3,130
04 Oct - 31 Oct 09	£1,315	£2,558	£1,280	£2,490	£1,477	£2,877
01 Nov - 28 Dec 09	£1,175	£2,277	£1,104	£2,134	£1,317	£2,558
29 Dec - 31 Dec 09	£1,315	£2,558	£1,152	£2,234	£1,352	£2,632

Weeks Powder Byrne staff present in resort.

\* 7 nights for the price of 6.

Weekend breaks available - please speak to our sales team for details.

Price includes bed and breakfast accommodation, transfers and Powder Byrne service, unless indicated.

Prices are per person, based on 2 adults sharing.

New Year's Eve Supplement - Adults (£283), Child 2 to 11 years (£141)

## CHILDREN'S PRICES

CHILDREN ON EXTRA BED	2 YEARS		3- 11 YEARS	
	1 WEEK	2 WEEKS	1 WEEK	2 WEEKS
LOW SEASON	Free Accommodation	Free Accommodation	From £400	From £790
HIGH SEASON	From £97	From £170	From £530	From £1,037

CHILDREN IN OWN ROOM JULY & AUGUST	2 - 11 YEARS	
	1 WEEK	2 WEEKS
DELUXE SINGLE GARDEN	From £1,097	From £2,030
GRAND DELUXE	From £1,069	From £1,977
JUNIOR SUITE GARDEN VIEW	From £1,216	From £2,270



## Travel

The Arabella is 15 minutes drive from Palma airport by minibus or private taxi transfer.

1. Flights to Palma with British Airways depart from London Gatwick.
2. Flights to Palma with bmi depart from London Heathrow.
3. Flights to Palma with Monarch depart from Luton airport.
4. Flights to Palma with Easyjet depart from London Gatwick, Luton and Stansted airport.

## Accommodation

The Arabella offers a variety of rooms and suites. All are luxuriously appointed and provide bath and shower en suite. Each is equipped with air-conditioning, satellite television and mini hi-fi as well as bathrobes and hairdryers. The majority of rooms have a balcony.

## Hotel Ratings

These ratings are the opinions of guests who travelled to the Arabella with Powder Byrne in 2008 and represent the average scores from the questionnaires completed by them.

# Vila Vita Parc, 5 star

## The Algarve



### Travel

Vila Vita Parc is 45 minutes drive from Faro airport by minibus or private taxi transfer.

1. Flights to Faro with British Airways depart from London Gatwick.
2. Flights to Faro with Easyjet depart from London Gatwick, Stansted and Luton airports.
3. Flights to Faro with Monarch depart from London Gatwick and Luton airport.

### Accommodation

Bedrooms at the Vila Vita Parc are located in either the main hotel building, the Residence or are set in the Oasis Parc, Vista Parc and Vila Vita Village. All the rooms have a large bathroom, air-conditioning, safe, minibar, satellite television, telephone, hair dryer, bathrobes and a balcony or terrace that overlooks the garden or the sea.

### Hotel Ratings

These ratings are the opinions of guests who travelled to Vila Vita Parc with Powder Byrne in 2008 and represent the average scores from the questionnaires completed by them.

### ACCOMMODATION

OCCUPANCY				
ROOM TYPE		ADULTS	EXTRA BED/COT	MAX
DOUBLE ROOM	LOCATED IN THE MAIN HOTEL OR THE RESIDENCE	2	1	3
ONE BEDROOM JUNIOR SUITE	LOCATED IN THE MAIN HOTEL OR OASIS PARC	2	2	4
TWO BEDROOM FAMILY SUITES	LOCATED IN OASIS PARC, VISTA PARC OR VILA VITA VILLAGE	4	1	5

### HOTEL RATING

ELEMENT OF HOTEL	RATING
LOCATION	4.4
ROOMS	4.5
SPORTS FACILITIES	4.6
SERVICE	4.4
FOOD	4.1
CHILDREN'S MEALS	4.0
CHILDREN'S FACILITIES	4.7
ATMOSPHERE	4.5

The Vista Parc is located just outside the main hotel grounds and only 5 minutes from the pb crèche. It also offers spacious 2 storey family apartments.

### PRICES

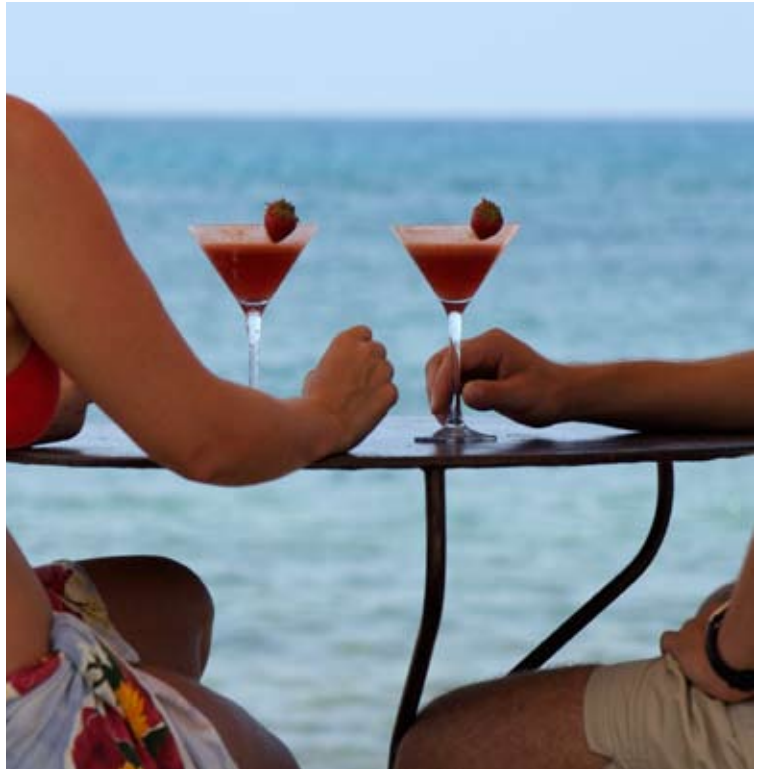
DATES	DOUBLE ROOMS				JUNIOR SUITES (BASED ON 2 ADULTS)			
	1 WEEK		2 WEEKS		1 WEEK		2 WEEKS	
	B & B		B & B		B & B		B & B	
01 Jan - 20 Mar 09	£512	£469	£950	£862	£645	£588	£1,210	£1,100
21 Mar - 03 Apr 09	£512	£469	£1,100	£996	£645	£588	£1,436	£1,300
04 Apr - 18 Apr 09	£1,140	£1,048	£2,175	£1,988	£1,495	£1,367	£2,885	£2,629
19 Apr - 22 May 09	£1,108	£1,019	£2,114	£1,699	£1,450	£1,329	£2,799	£2,236
23 May - 30 May 09	£1,278	£1,172	£2,447	£2,239	£1,695	£1,547	£3,285	£2,986
31 May - 30 Jun 09	£1,242	£1,139	£2,378	£2,175	£1,647	£1,500	£3,187	£2,898
01 Jul - 17 Jul 09	£1,669	-	£3,228	-	£2,254	-	£4,395	-
18 Jul - 31 Jul 09	£1,685	-	£3,276	-	£2,278	-	£4,465	-
01 Aug - 14 Aug 09	£1,660	-	£3,228	-	£2,245	-	£4,395	-
15 Aug - 31 Aug 09	£1,612	-	£3,139	-	£2,180	-	£4,274	-
01 Sep - 30 Sep 09	£1,230	£1,139	£2,378	£2,175	£1,638	£1,500	£3,187	£2,898
01 Oct - 31 Oct 09	£860	£792	£1,657	£1,500	£1,165	£1,065	£2,258	£2,044

DATES	FAMILY SUITES (BASED ON 4 PAX)			
	1 WEEK		2 WEEKS	
	B & B		B & B	
01 Jan - 20 Mar 09	£450	£412	£844	£765
21 Mar - 03 Apr 09	£444	£405	£999	£910
04 Apr - 18 Apr 09	£1,110	£1,019	£2,147	£1,962
19 Apr - 22 May 09	£1,080	£989	£2,086	£1,677
23 May - 30 May 09	£1,250	£1,147	£2,427	£2,215
31 May - 30 Jun 09	£1,218	£1,115	£2,358	£2,155
01 Jul - 17 Jul 09	£1,646	-	£3,216	-
18 Jul - 31 Jul 09	£1,662	-	£3,265	-
01 Aug - 14 Aug 09	£1,637	-	£3,216	-
15 Aug - 31 Aug 09	£1,590	-	£3,119	-
01 Sep - 30 Sep 09	£1,209	£1,115	£2,358	£2,155
01 Oct - 31 Oct 09	£835	£765	£1,629	£1,472

Weeks Powder Byrne staff present in resort.  
**EARLY BOOKING DISCOUNT: BOOKING 60 DAYS PRIOR TO DEPARTURE**  
 Weekend breaks available - please speak to our sales team for details. Price includes bed and breakfast accommodation, transfers and Powder Byrne service, unless indicated.  
 Prices are per person, based on 2 or 4 adults sharing.

### CHILDREN'S PRICES

CHILDREN ON EXTRA BED	2 - 11 YEARS	
	1 WEEK	2 WEEKS
LOW SEASON	Free Accommodation	Free Accommodation
HIGH SEASON	£97	£170



# Children's Programmes

RESORT	PB CRÈCHE 6 MONTHS TO 3 YEARS	SCALLYWAGS 4 TO 9 YEARS	THEZONE 9 TO 12 YEARS
JORDAN	EASTER OCTOBER HALF TERM	EASTER OCTOBER HALF TERM	N/A
TUNISIA	EASTER MAY HALF TERM OCTOBER HALF TERM	EASTER MAY HALF TERM OCTOBER HALF TERM	N/A
ELBA	MID MAY - END JUNE	MAY HALF TERM JULY - AUGUST	JULY - AUGUST
SARDINIA	MID JULY - LATE AUGUST	MID JULY - LATE AUGUST	N/A
CRETE	JULY - OCTOBER	JULY - AUGUST OCTOBER HALF TERM	JULY - AUGUST OCTOBER HALF TERM
MALLORCA	MID MAY - LATE AUGUST	MAY HALF TERM JULY - AUGUST	N/A
THE ALGARVE	APRIL - LATE SEPTEMBER	EASTER MAY HALF TERM JULY - LATE AUGUST	EASTER MAY HALF TERM JULY - LATE AUGUST

## TEENAGE COURSE DATES

### GOLF ACADEMY - from £300

25 May - 29 May 09 - Mallorca (Arabella)  
19 Oct - 30 Oct 09 - Tunisia (The Residence)

### TENNIS ACADEMY - from £200

13 Jul - 31 Jul 09 - Elba (The Hermitage)

### SCUBA DISCOVERY - from £345

23 May - 29 Aug 09 - Elba (The Hermitage)  
07 Apr - 14 Apr 09 - Jordan (Tala Bay Resort)  
04 Jul - 31 Oct 09 - Crete (Porto Elounda)  
04 Jul - 05 Oct 09 - Crete (Peninsula)  
20 Oct - 03 Nov 09 - Jordan (Tala Bay Resort)

### SAILING - from £300

23 May - 29 Aug 09 - Elba (The Hermitage)

## GRAEME LE SAUX FOOTBALL WORKSHOPS

Join Graeme Le Saux and the Powder Byrne team for football workshops in Elba at May half term, with NEW workshops launching in July and October half term. Two programmes are available: one for kids aged 7 to 9 years and a further one for those aged 10 years and over.

25 May - 29 May 09 - Elba (The Hermitage)  
from £300

Call our sales team on **020 8246 5300** for details of other workshops.

## ESSENTIAL INFORMATION

### PB CRÈCHE

pb crèche runs six days a week from 10am to 4.30pm, with an early rise breakfast club supervised by our nursery nurses at 9am on one day of the week. **£295** per week during school holidays and **£195** per week outside school holidays, excluding meals.

### SCALLYWAGS

Scallywags runs six days per week from 10am to 4.30pm with a breakfast club from 9am on one morning during the week. Supervised supper available six days per week. **£180** per week, excluding lunch/dinner.

### THEZONE

TheZone runs six days per week from 10am to 4.30pm.  
**£295** per week, excluding lunch.

# Travel Insurance

## COMPLIMENTARY MEDICAL INSURANCE\*

As a service to our clients, we automatically insure everyone against claims for medical and related expenses while you are on holiday with us, regardless of any other cover you may have in place. In this way we can be sure that not only is everyone covered against illness and accidents, but that our resort staff will know exactly who to contact in an emergency and will be better placed to help you.

The sum insured is £5,000,000 and the full policy wording will be sent to you with your booking confirmation, which we urge you to read, and in particular the exclusions related to pre-existing medical conditions. Since this insurance is provided on a complimentary basis, you are asked to pay the first £125 of any claim.

## PRE-EXISTING MEDICAL DISCLOSURE

There are exclusions relating to pre-existing medical conditions and we urge you to read the policy carefully to establish whether a pre-existing condition is excluded. Should this be the case and you would like consideration to be given to include your medical condition, please contact MPI Brokers on 0870 162 0129 who will ask you a number of questions relating to your condition and, if necessary, refer you to a specialist medical screening unit.

We have also included other sections such as Personal Liability and Travel Delay, of which brief details are shown below. The policy wording will be sent to you with your booking confirmation which we urge you to read.

The policy is a good quality plan designed by MPI Brokers. It is underwritten by Optimum Underwriting Ltd as underwriting agents of Groupama, one of the largest insurance companies in the UK and Europe.

All claims are handled by Claims International Ltd and assistance is handled by International Medical rescue, well known for their experience in helping and, where necessary, repatriating the injured.

\*This insurance also includes travel delay, personal liability and legal expenses. Please see table below.

SECTION	SUM INSURED	EXCESS
MEDICAL & EMERGENCY EXPENSES	£5,000,000	£125
UK PHYSIOTHERAPY & CHIROPRACTOR	£600	£125
HOSPITAL BENEFIT (PER NIGHT)	£500 (£30)	NIL
TRAVEL DELAY PER 12 HOURS OR ABANDONMENT AFTER 12 HOURS	£25/£100 MAX £5,000	NIL £50
PERSONAL LIABILITY	£2,000,000	£250 PROPERTY DAMAGE
LEGAL EXPENSES	£20,000	NIL

# Code of Practice

Under the Association of British Insurers General Code of Practice, we must draw your attention to some important features of your insurance, including:

## INSURANCE DOCUMENT

You should read this carefully. It gives full details of what is and is not covered and the conditions of the cover.

## CONDITIONS AND EXCLUSIONS

Specific conditions and exclusions apply to individual sections of your insurance, whilst general exclusions and conditions will apply to the whole of your insurance.

## HEALTH

This insurance contains restrictions regarding pre-existing medical problems concerning the health of the people travelling and of other people upon whose health the trip depends. You are advised to read the document carefully.

## PROPERTY CLAIMS

These claims are paid based on the value of the goods at the time you lose them and not on a 'new for old' or replacement cost basis.

## LIMITS

This insurance has limits on the amount the insurer will pay under each section. Some sections also include other specific limits, for example, for any one item or for valuables in total.

## EXCESSES

Under some sections of this insurance, claims will be subject to an excess. This means you will be responsible for the first part of any claim.

## REASONABLE CARE

You need to take all reasonable care to protect yourself and your property, as you would if you were not insured.

## DATE CHANGE EXCLUSION

Your policy excludes anything directly or indirectly caused by the failure of any computer hardware or software or any other electrical equipment to recognise or process any date as the true calendar date.

## DANGEROUS SPORTS AND PASTIMES

If you are going to take part in dangerous sports or pastimes where there is an inherent risk of injury, check that this insurance covers you.

## CUSTOMER SERVICE

We pride ourselves in providing a high level of service. However, if you think we have not lived up to your expectations, please refer to the wording which outlines our complaints procedure.

NB. Clients resident outside of the UK or EU cannot receive Medical Insurance.

We do not offer insurance to cover the other elements of travel insurance such as cancellation, loss of baggage or personal belongings etc. We strongly recommend, however, that you ensure you have adequate cover for these items.

# Booking Conditions

YOUR CONTRACT IS WITH POWDER BYRNE INTERNATIONAL LTD, A MEMBER OF ABTA.

## 1. YOUR HOLIDAY CONTRACT

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. A contract will exist as soon as we issue our confirmation invoice. This contract is made on the terms of these booking conditions, which are governed by English Law, and the jurisdiction of the English Courts. If you had not seen these terms and conditions when you made your booking and you are not happy to proceed with the booking now that you have seen them please return all documentation to us or to your travel agent, within 7 days of receiving these booking conditions. Your booking will be cancelled and your monies will be returned in full, provided you have not commenced your travel. This clause does not apply if your booking was made within 9 weeks of travel.

## 2. YOUR FINANCIAL PROTECTION

Powder Byrne is a member of ABTA with membership no. V4890. We also hold an ATOL with no. 2763, and an IATA accreditation (Licence no. 91253735). As such we are fully bonded according to ABTA's rules and abide by ABTA's Code of Conduct. In order to ensure that the monies you pay for your holiday are protected we will issue a confirmation invoice showing the details of the services that you have booked including the price and the amount of money paid by you. You should check these details carefully and contact us immediately if there are any discrepancies. Go to [www.abta.com](http://www.abta.com) for a copy of the Guide to ABTA's Scheme of Financial Protection.

## 3. YOUR HOLIDAY PRICE

When you make your booking you must pay a minimum deposit of £400 per person. The balance of the price of your travel arrangements must be paid at least 8 weeks before your departure date. If the deposit and/or balance is not paid in time, we shall cancel your travel arrangements. If the balance is not paid in time we shall return your deposit. All monies you pay to the travel agent are held by him on our behalf at all times.

The prices in this brochure were calculated using exchange rates quoted in the "Financial Times Guide to World Currencies" on 10 Mar 2008 in relation to the following currencies: Euro 1.3117, US dollar 2.0141.

Information and prices in this brochure were correct at the time of going to print.

The price of your travel arrangements can be varied due to changes in transportation costs such as fuel, scheduled airfares and any other airline cost changes which are part of the contract between airlines (and their agents) and the tour operator. Also government action such as changes in VAT or any other government imposed changes and currency changes in relation to an exchange rate variation.

In the case of any small variation, an amount equivalent to 2% of the price of your travel arrangements, which excludes insurance premiums and any amendment charges, will be absorbed or retained. For larger variations this 2% will still be absorbed for increases but not retained from refunds. In either case there will be an administration charge of £1 per person together with an amount to cover agents' commission. If this means that you have to pay an increase of more than 10% of the price of your travel arrangements, you may cancel your travel arrangements and receive a full refund of all monies paid, except for any amendment charges. We will consider an appropriate refund of insurance premiums paid if you can show that you are unable to transfer or reuse your policy. Should you decide to cancel for this reason, you must exercise your right to do so within 14 days from the issue date printed on your final invoice. Whether you cancel or not you will also be entitled, on the terms set out in respect of major changes in paragraph 6 below, to accept an offer of alternative travel arrangements from us if we are able to do so and compensation as set out below. Please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your travel due to contractual and other protection in place.

## 4. IF YOU CHANGE YOUR BOOKING

If, after our confirmation invoice has been issued, you wish to change your travel arrangements in any way, for example your chosen departure date or accommodation, we will do our utmost to make these changes but it may not always be possible. Any request for changes to be made must be in writing from the person who made the booking or your travel agent. You will be asked to pay an administration charge of £50 per person and any further cost we incur in making this alteration. You should be aware that these costs could increase the closer to the departure date that changes are made and you should contact us as soon as possible.

Note: Certain travel arrangements (e.g. flights booked on line) may not be changeable after a reservation has been made and any alteration request could incur a cancellation charge of up to 100% of that part of the arrangements.

## 5. IF YOU CANCEL YOUR HOLIDAY

You, or any member of your party, may cancel your travel arrangements at any time. Written notification from the person who made the booking or your travel agent on your behalf must be received at our offices. Since we incur costs in cancelling your travel arrangements, you will have to pay the applicable cancellation charges up to the maximum shown in clause 6.

Note: If the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim these charges.

## 6. IF WE CHANGE OR CANCEL YOUR HOLIDAY

It is unlikely that we will have to make any changes to your travel arrangements, but we do plan the arrangements many months in advance. Occasionally, we may have to make changes and we reserve the right to do so at any time. Most of these changes will be minor and we will advise you or your travel agent of them at the earliest possible date. We also reserve the right in any circumstances to cancel your travel arrangements. For example, if the minimum number of clients required for a particular travel arrangement is not reached, we may have to cancel it.

However, we will not cancel your travel arrangements less than 8 weeks before your departure date, except for reasons of force majeure or failure by you to pay the final balance. If we are unable to provide the booked travel arrangements, you can either have a refund of all monies paid or accept an offer of alternative travel arrangements of comparable standard from us, if available (we will refund any price difference if the alternative is of a lower value). If it is necessary to cancel your travel arrangements, we will pay to you compensation as set out in this clause.

Please note that carriers such as Airlines used in the brochure may be subject to change. Such a change is deemed to be a minor change. Other examples of minor changes include alteration of your outward/return flights by less than 12 hours, changes to aircraft type, change of accommodation to another of the same standard.

If we make a major change to your holiday, we will inform you or your travel agent 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 if available (we will refund any price difference if the alternative is of a lower value), or cancelling your booked holiday and receiving a full refund of all monies paid.

In all cases, except where the major change arises due to reasons of force majeure, we will pay compensation as detailed below:

Period before departure within which notice of cancellation or major change is received by us or notified to you	Amount you will receive from us if we make a major change to your holiday	Amount you will receive from us if we cancel your holiday	Amount of cancellation charge if you cancel your holiday
More than 56 days	£0	Deposit only	Deposit only
More than 35 days	£0	100% of holiday cost + £0	45% of holiday cost
More than 21 days	£30	100% of holiday cost + £30	60% of holiday cost
More than 8 days	£40	100% of holiday cost + £40	80% of holiday cost
Less than 8 days	£50	100% of holiday cost + £50	100% of holiday cost

The compensation that we offer does not exclude you from claiming more if you are entitled to do so.

Force Majeure: This means that we will not pay you compensation if we have to cancel or change your travel arrangements in any way because of unusual or unforeseeable circumstances beyond our control. These can include, for example, war, riot, industrial dispute, terrorist activity and its consequences, natural or nuclear disaster, fire, adverse weather conditions.

## 7. IF YOU HAVE A COMPLAINT

If you have a problem during your holiday, please inform the relevant supplier (e.g. your hotelier) and our Resort Manager immediately, who will endeavour to put things right. If your complaint is not resolved locally, please follow this up within 28 days of your return home by writing to our Customer Services Department at 250 Upper Richmond Road, London SW15 6TG, giving your booking reference and all other relevant information. Please keep your letter concise and to the point. This will assist us to identify your concerns quickly and speed up our response to you.

It is strongly suggested that you communicate any complaint to the supplier of the services in question as well as to our representative without delay and complete a report form [whilst in resort](#).

If you fail to follow this simple procedure we will have been deprived of the opportunity to investigate and rectify your complaint whilst you were in resort and this may affect your rights under this contract.

## 8. WHAT HAPPENS TO COMPLAINTS

Disputes arising out of, or in connection with, this contract which cannot be amicably settled may be referred to arbitration, if the customer so wishes, under a special Scheme arranged by the Association of British Travel Agents, and administered independently by the Chartered Institute of Arbitrators.

The scheme provides for a simple and inexpensive method of arbitration on documents alone with restricted liability on the customer in respect of costs. Full details will be provided on request or can be obtained from the ABTA website [www.abta.com](http://www.abta.com).

The Scheme does not apply to claims for an amount greater than £5,000 per person. There is also a limit of £25,000 per booking form. Neither does it apply to claims which are solely in respect of physical injury or illness or their consequences. The Scheme can however deal with compensation claims which include an element of minor injury or illness subject to a limit of £1,000 on the amount the arbitrator can award per person in respect of this element.

The application for arbitration and Statement of Claim must be received by the Chartered Institute of Arbitrators within 9 months of the date of return from the holiday. Outside this time limit arbitration under the Scheme may still be available if the company agrees, but the ABTA Code does not require such agreement.

For injury and illness claims, you may like to use the ABTA/Chartered Institute of Arbitrators Mediation Procedure. This is a voluntary scheme and requires your tour operator to agree for mediation to go ahead. The aim is to help you resolve your dispute in a quick and cost effective way. Details on request or from [www.abta.com](http://www.abta.com).

## 9. OUR LIABILITY TO YOU

(i) We accept responsibility for ensuring that your travel arrangements, which you book with us, are supplied as described in this brochure. If any part of your travel arrangements are not provided as promised, due to the fault of our employees, agents or suppliers we will pay you appropriate compensation if this has affected the enjoyment of your travel arrangements. Subject to paragraph (ii) below our liability in all cases shall be limited to a maximum of two times your basic holiday price.

(ii) We accept responsibility for death, injury or illness caused by the negligent acts and/or omissions of our employees or agents, our suppliers and sub-contractors, whilst acting within the scope of, or in the course of their employment in the provision of your travel arrangements. We will accordingly pay to you such damages as might have been awarded in such circumstances under English Law or the law you have chosen under clause 1 above.

(iii) In respect of travel by air, sea and rail, and the provision of accommodation our liability will be limited in the manner provided by the relevant international convention. You can ask for copies of these international conventions from our offices (250 Upper Richmond Road, London SW15 6TG.)

## 10. PERSONAL INJURY UNCONNECTED WITH YOUR BOOKED TRAVEL ARRANGEMENTS

If you, or any member of your party, suffer death, illness or injury whilst overseas arising out of an activity which does not form part of your package travel arrangements or an excursion arranged through us, we shall at our discretion, offer advice, guidance and assistance. Where legal action is contemplated and you want our assistance, you must obtain our written consent prior to commencement of proceedings. Our consent will be given subject to you undertaking to assign any costs, benefits received under any relevant insurance policy to ourselves. We limit the cost of our assistance to you or any member of your party to £5,000.

## 11. CONDITIONS OF CARRIAGE

The Contractual terms of the companies that provide the transportation for your travel arrangements will apply to this contract. These may contain terms which affect your rights to compensation. You may ask for copies of the relevant conditions of carriage from our offices.

This brochure is our responsibility, as your tour operator. It is not issued on behalf of, and does not commit the airlines mentioned herein or any airline whose services are used in the course of your travel arrangements. Please note that in accordance with Air Navigation Orders in order to qualify for infant status, a child must be under 2 years of age on the date of its return flight.

# Booking Form

Please complete the details below and overleaf and return the form to us at:



**Powder Byrne International Ltd.**  
 250 Upper Richmond Road  
 London SW15 6TG  
 Tel. 020 8246 5300 Fax. 020 8246 5322

## PARTY LEADER DETAILS

Title.....	First Name.....	Surname.....
Postal Address.....		
.....		
Post Code.....	Email.....	
Tel.....	Fax.....	

## DETAILS OF PARTY

Personal details should be as they are on the passenger's passport.

SURNAME	FIRST NAME	TITLE	CHILDREN'S SWIMMING ABILITY (SEE BELOW)	DATE OF BIRTH (IF UNDER 18 OR OVER 65)

CHILDREN'S SWIMMING ABILITY			
1. NON-SWIMMER	2. BEGINNER (CAN SWIM WITH BUOYANCY AID)	3. INTERMEDIATE SWIMMER	4. CONFIDENT, STRONG SWIMMER

## EXTRAS

CLUB	NAME	DATES (FROM/TO)
PB CRÛCHE		
SCALLYWAGS		
THEZONE		
TENNIS ACADEMY		
SCUBA DISCOVERY		
SAILING		
GOLF ACADEMY		
GRAEME LE SAUX FOOTBALL WORKSHOPS		

