



Terms and Conditions

Updated July 2025

All bookings made with Long Travel and Completely Croatia are subject to the following terms and conditions which can be found on our websites (www.long-travel.co.uk & www.completelycroatia.co.uk)

Long Travel, Completely Croatia and Completely Travel are trading names of ASC Travel Limited whose registered office is 3rd Floor, 86-90 Paul Street, London EC2A 4NE

Your contract is with ASC Tavel Limited company registration number 10447533

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.

We reserve the right to correct errors or revise costs at any time prior to issue of the Confirmation Invoice. We also reserve the right not to accept any booking. This contract is made on the terms of these booking conditions which are governed by English Law and we both agree to submit to the jurisdiction of the English Courts at all times. You may however, choose the law and jurisdiction of Scotland or Northern Ireland if you wish to do so.

2 YOUR FINANCIAL PROTECTION

We hold an Air Tour Organiser Licence (ATOL) No. 2654 issued by the Civil Aviation Authority and are a member of the Association of Bonded Travel Organisers Trust Limited (ABTOT) No.5575

When you buy an ATOL protected flight or flight inclusive holiday package from ASC Travel Limited you will receive a Confirmation Invoice from us confirming your arrangements and an ATOL Certificate confirming your protection under our Air Travel Organiser's Licence number 12654. This lists what is protected, where you can get information on what this means for you and who to contact if things go wrong. In the unlikely event of our insolvency, the CAA will ensure that you are not stranded abroad and will arrange to refund any money you have paid to us for an advance booking.

All the flights and flight-inclusive holidays on this website are financially protected by the ATOL scheme. When you pay you will be supplied with an ATOL Certificate. Please ask for it and check to ensure that everything you booked (flights, hotels and other services) is listed on it. For more information about financial protection and the ATOL Certificate go to: www.atol.org.uk/ATOLCertificate

We, or the suppliers identified on your ATOL Certificate, will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where neither we nor the supplier are able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable).

If we, or the suppliers identified on your ATOL certificate, are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme

The Association of Bonded Travel Organisers Trust Limited (ABTOT) provides financial protection under The Package Travel and Linked Travel Arrangements Regulations 2018 for ASC Travel Limited (5575), and in the event of their insolvency, protection is provided for the following:

non-flight packages

ABTOT cover provides for a refund in the event you have not yet travelled or repatriation if transportation was included in your package. Please note that bookings made outside the UK are only protected by ABTOT when purchased directly with ASC Travel Limited.

In the unlikely event that you require assistance whilst abroad due to our financial failure, please call our 24/7 helpline on 01702 811397 and advise you are a customer of an ABTOT protected travel company.

You can access The Package Travel and Linked Travel Arrangements Regulations 2018 here:

<https://www.legislation.gov.uk/ukxi/2018/634/contents/made>

3 YOUR HOLIDAY PRICE

We reserve the right to alter the prices of any of the holidays shown on our website or brochure. You will be advised of the current price of the holiday that you wish to book before payment is taken and before your contract is confirmed. The price of our air holiday packages includes the amount of £2.50 per person as part of the ATOL Protection Contribution (APC) we pay to the CAA. This charge is included in our quoted prices.

When you make your booking, you must pay a deposit which will become non-refundable once your contract is confirmed. The amount of deposit due will be confirmed at the time of booking. The balance of the price of your travel arrangements must be paid at least 12 weeks before your departure date. If the deposit and/or balance is not paid in time, we reserve the right to cancel your travel arrangements. If the balance is not paid in time, we shall retain your deposit. Failure to pay the balance will be treated as a cancellation of your holiday by you, and 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.

Changes in transportation costs, including the cost of fuel, dues, taxes or fees chargeable for services such as landing taxes or embarkation or disembarkation fees at ports and airports and exchange rates mean that the price of your travel arrangements may change after you have booked. We will absorb and you will not be charged for any increase equivalent to 2% of the price of your travel arrangements, which excludes insurance premiums and any amendment charges. For any increase greater than 2% up to 30 days before departure, you will be charged for the amount over and above that (note: no price revisions will be made in the 30 days before departure). If this means that you have to pay an increase of more than 10% of the price of your travel arrangements, you will have the option of accepting a change to another holiday if we are able to offer one (if this is of equivalent or higher quality you will not have to pay more but if it is of lower quality you will be

refunded the difference in price), or cancelling and receiving 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 do so within 14 days from the date printed on your final invoice. Should the price of your holiday go down due to the changes mentioned above, then any refund due will be paid to you. However, 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, for example your chosen departure date, accommodation, flights or names of the party (including spelling errors) 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. You will be asked to pay an administration charge of £35 per person for each change that is made as well as 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, you should therefore contact us as soon as possible.

Note: Certain travel arrangements (e.g. purchase of airline tickets) cannot be changed after a reservation has been made and any alteration request will incur a 100% cancellation charge.

You may transfer your booking to another person, providing that: a) you authorise the change in writing; b) the new lead passenger accepts the transfer and the terms of our agreement; c) that person complies with the terms of the existing booking; and d) that person has valid holiday insurance (you cannot transfer your holiday insurance to the new lead passenger).

If you request to transfer your booking, to change a name on a booking we'll charge administration fees of £35 per person (as well as any further cost we incur in making this alteration); these will be added to the new invoice. The new lead passenger, and you should they fail to pay, will be responsible for the payment of any balance due on that new invoice. Please bear in mind that certain airlines and other transport and accommodation providers treat changes as a cancellation and charge accordingly, up to 100% of the cost for that part of the arrangement. Where applicable these charges will be passed on to you.

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 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. We will apply these cancellation charges from the day we receive your written notification. Cancellation charges are in addition to any non-refundable flights under clause 4. 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

The arrangements we offer are planned many months in advance and while it is unlikely that we will have to make any changes to them, we must reserve the right to do so.

Most of such changes will be minor and we will advise you 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 guests 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 eight weeks before your departure date, except for reasons of force majeure (see definition below) 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 our brochure and/or website 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 or a higher standard. We are under no obligation to compensate for a minor change. A major change would include a change of airport (with the exception of changes between London airports) a change of accommodation to that of a lower standard than booked or a change in outward or return departure time by more than 12 hours.

If we make a major change to your holiday, we will inform you as soon as reasonably possible if there is time before your departure. You will have the choice of either accepting the change of arrangements, accepting an offer of alternative travel arrangements 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 minimum number of guests required for a particular travel arrangement is not reached and this is notified to you in writing less than eight weeks prior to departure, and except where the major change arises due to reasons of force majeure, we will pay compensation as detailed in this clause.

Cancellation charges if you make a major change or cancel your holiday

If you make a major change or cancel your holiday, you will have to pay cancellation charges as follows:

Period before departure in which you notify us	Cancellation Fee
More than 60 days	Deposit plus 100% of flight costs
60 days or less	100% of total cost

If we make a major change or cancel your holiday

If we make a major change or cancel your holiday, we will pay minimum compensation as detailed below except where the major change or cancellation arises due to reasons of force majeure, or where the minimum number of guests required for a particular travel arrangement is not reached and this is notified to you in writing less than eight weeks prior to departure:

Period before departure in which we notify you	Compensation per person
More than 56 days	Nil
56 – 43 days	£10
42 – 29 days	£15
28 – 15 days	£20
14 – 0 days	£30

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 war, riot, industrial dispute, terrorist activity, natural or nuclear disaster, fire, adverse weather conditions or other unforeseen circumstances that may amount to force majeure.

7 IF YOU HAVE A COMPLAINT

It is a condition of our contract that if you have a problem during your holiday, you must inform the relevant supplier (e.g. your hotelier) immediately, who will endeavour to put things right. If, in the unlikely event your

complaint is not resolved locally, please follow this up within 28 days of your return home by writing to ASC Travel Ltd, 86-90 Paul Street, London, EC2A 4NE. Please give your booking reference and all other relevant information, keeping your letter concise and to the point. This will assist us to quickly identify your concerns and speed up our response to you. If you fail to comply with these requirements we will have been deprived of the opportunity to investigate and rectify your complaint whilst you were on holiday and this may affect your rights under this contract.

8 WHAT HAPPENS TO COMPLAINTS

In the unlikely event that a complaint cannot be resolved amicably, you may call upon ABTOT's arbitration service.

9 HOLIDAY INSURANCE

For your own protection, please ensure you hold comprehensive travel insurance at the time of booking and that your policy is valid until your return home. Please provide us with the details of your policy.

10 SPECIAL NEEDS OR REQUESTS

If you have any specific needs or special requests with your holiday arrangements you must discuss this with us at the time of booking. We will always try to meet your requests where possible, but cannot guarantee their provision. Failure on our part to meet such requests cannot be considered a breach of contract and we are unable to accept any bookings that are conditional on a special request being fulfilled.

11 SEASONAL FACTORS AND FACILITIES

Fewer facilities may be available to guests on holiday in our accommodation or in the local area at the beginning or end of the season due to weather conditions or lack of support. This includes, but is not limited to, swimming pool opening, restaurant opening times and beach facilities. This is usually reflected in the lower season pricing and we cannot be held responsible for their lack of provision, although we shall endeavour, when possible, to advise you of the withdrawal of any facilities if and when we are given reasonable notice.

12 BROCHURE/WEBSITE ACCURACY

Our publications (including our brochures and newsletters) and website are written and checked by our staff and whilst every effort has been made to ensure that the information and descriptions are not false or misleading, ASC Travel does not warrant or represent that the information is free from errors or omission. Whilst the information is considered to be true and correct at the date of publication and reasonable efforts are made to keep the information up to date, changes in circumstances after the time of publication or the time a booking is made, may impact on the accuracy of such information. Unfortunately ASC Travel Limited is not able to notify customers of all changes in the information and descriptions in our publications or on our website but we will endeavour to do so if the change is significant or substantial and affects a current booking. The photographs and our descriptions and opinions on the website and in our publications are intended to give an impression only; and ASC Travel Limited cannot be held responsible for any changes made, for example to hotel staff, furniture, décor or style of a property, after the images or descriptions have been published in our publications or on our website, particularly where such change is outside of our control or not notified to us.

13 HEALTH AND SAFETY

Some properties are made available to us on a request basis and we are therefore unable to place all our preferred company communication in certain properties. Properties are built to local regulations and are not required to adhere to UK health and safety standards. We will make reasonable endeavours to ensure that you are made aware of any hazards before booking/travel.

14 SECURITY AND CLEANING DEPOSITS

For some self-catering properties we require you to lodge a deposit against any breakages, damage, losses, extra cleaning or outstanding accounts, which you may have incurred during your holiday. If damage to the property exceeds the maximum applicable amount, then you will be responsible for the full cost. This includes any loss to the owners as a result of your negligence, for example leaving windows or shutters unlocked whilst out.

15 SPECIAL OFFERS

From time to time we will introduce special offers. Offers cannot be applied retrospectively or combined with any other discount or offer, unless we specifically state otherwise. Flight supplements will apply.

16 OUR LIABILITY TO YOU

If the contract we have with you is not performed or is improperly performed by us or our suppliers, we will consider appropriate compensation if this has affected the enjoyment of your holiday. However, we will not be liable where any failure in the performance of the contract is due to you or a third party unconnected with the provision of the travel arrangements and where the failure is unforeseeable or unavoidable; or unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if due care had been exercised; or an event which we or our suppliers, even with all due care, could not foresee or forestall.

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

- a) The contractual terms of the companies that provide the transportation for your travel arrangements. The contractual terms of the companies that provide the transportation for your travel arrangements will apply to this contract. These may contain terms that affect your rights to compensation. You may ask for copies of the relevant conditions of carriage from our offices.
- b) Any relevant international convention, for example the Montreal Convention in respect of travel by air, the Athens Convention in respect of travel by sea, the Berne Convention in respect of travel by rail and the Paris Convention in respect of the provision of accommodation, which limit the amount of compensation that you can claim for death, injury, delay to passengers and loss, damage and delay to luggage. We are to be regarded as having all benefit of any limitation of compensation contained in these or any conventions. Copies of these international conventions are available from our offices on request.

Under EU law you have rights in some circumstances to refunds and/or compensation from your airline in cases of denied boarding, cancellation or delay to flights. Full details of these rights will be publicised at EU airports and will also be available from airlines.

However, reimbursement in such cases will not automatically entitle you to a refund of your holiday cost from us. Your right to a refund and/or compensation from us is set out in clause 6. If any payments to you are due from us, any payment made to you by the airline will be deducted from this amount. If your airline does not comply with these rules you should complain to the CAA (www.caa.co.uk).

17 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 pre-booked and paid for package travel arrangements or a pre-booked 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.

18 PASSPORT, VISA AND IMMIGRATION REQUIREMENTS

Your specific passport and visa requirements and other immigration requirements are your responsibility and you should confirm these with the relevant Embassies and/or Consulates. We do not accept any responsibility if you cannot travel because you have not complied with any passport, visa or immigration requirements.

19 DATA PROTECTION

We shall observe the requirements of the Data Protection Act 1998 and any amendments or revisions thereto in the provision and use of the subject matter of the booking terms and personal data processed under it and shall comply with any request made or direction given to the other which is directly due to the requirements of such Act.

20 SEVERANCE

No clause, sub-clause or their relevant parts in the Booking Terms and Conditions may be held to be unenforceable or void except for the judgement of a court of competent jurisdiction. Should any clause, sub-clause or part thereof be so held to be unenforceable or void the remaining clauses, sub-clauses and their relevant parts shall remain in full force and effect to the extent that they are capable of remaining operative having taken account of the said court's judgement.