

Important Notice

1. Introduction

Included in the LuxairTours package tours, unless otherwise indicated in the price list: return flight in economy class, 23 kg baggage allowance (limited to one piece per person), airport taxes and any supplements, hotel accommodation according to the service chosen, return transfers between the airport and the hotel (only if the transfer is mentioned on the booking confirmation, which is not the case for all destinations and products), the services of the local guide (depending on destination and product) and financial security in the event of the tour operator's default or insolvency.

Our package tours do not include :

- Parking fees at the airport
- Travel assistance insurance
- Cancellation insurance

However, these services can be added for a fee by contacting your travel agency or directly contacting LuxairTours Customer Service Center by telephone at 00352 2456-1. For Holidays à la carte products, these services can only be added by contacting our LuxairTours Customer Service Center.

- Unless otherwise indicated in the price list: drinks, tips, baggage handling, excursions and all other personal expenses.

2. Car rental

In general, the rental price (without flight) includes use of the vehicle with unlimited mileage, compulsory insurance and taxes. Unless otherwise indicated in the price table, additional insurance (e.g. fully comprehensive insurance, passenger insurance) and related taxes as well as fuel must be paid for on-site. Any additional services that the car rental agency offers (e.g. excess waiver), must also be paid on-site.

Car rental agencies normally take a deposit (from a credit card or in cash) to cover a full tank of fuel or the excess in case of accident which is refunded on return of the car.

The minimum age of the driver must be respected for the booking (age requirements differ from one country to another, please see indications in the price list). The price of rental is calculated per 24 hours starting from when the vehicle is collected. The car must therefore be returned to the airport no later than the same time it was collected. In case of late return, the rental company has the right to charge for an additional 24 hours on-site. By prior request to LuxairTours and upon payment of an additional charge, the rental period can be increased by one day. In this case, the price of the package holiday invoiced will take account of this.

Collection and return of the vehicle normally take place at the arrival airport. Collection of the car at the hotel may entail additional charges.

Please check the general condition of the vehicle upon collection. Do not forget to flag any apparent defects to the car rental company and to check the tyres and that there is a spare tyre and jack.

3. Combination of several localities/ hotels/destinations

You can also combine several hotels in different locations (except for Holidays à la carte products) such as Tenerife and La Gomera. In principle, the combinations depend on the legal provisions of each country as regards immigration. An additional charge may be applied for the combination of several destinations. Please note the minimum lengths of stay.

The basic transfer only applies from the airport to the first hotel and for the return from the second hotel to the airport (same destination code for the hotel and airport). The transfer between the two hotels is payable by the customer.

All other combination types are upon request and as available.

N.B.: the destinations in the Excellence, LuxairTours, Happy Summer and Book&Fly brochures cannot be combined with Metropolis for the same booking. Only Excellence, LuxairTours, Happy Summer and Book&Fly can be combined.

If customers wish to combine a free and individually organised stay with their package holiday, they lose the right to a transfer. If the first week is included in the package and the second week is individually organised, only the transfer from the airport to the hotel (booked in the package) is included. If, on the contrary the first week is

individually organised and the second week is included in the package, only the transfer from the hotel (booked in the package) to the airport is included. All other transfers are payable by the customer.

4. Price

Price ranges are indicated in euros and per person, all legally compulsory taxes are included, unless otherwise indicated (e.g. for rental cars, prices are shown in euros and per vehicle, whilst for other services, indications of tariffs may also be in foreign currencies).

4.1 List of price ranges

Unless otherwise indicated, the period of departure (stay from - to) and the relative season determine the calculation of the final price of a holiday lasting seven days. The final price for a stay of several weeks is calculated depending on the season of sale and the applicable price of the additional week in that period. Exceptions for certain specific dates and the relative explanations are indicated on the introduction page of the destination in question in the price list. These rules only apply to package holidays. Qualifying children only pay the required percentage of the cost depending on the discount awarded.

For additional flights that are not indicated in the list of price ranges, variations in price and services are available and additional charges (e.g. surcharge for the return flight) may be applied.

The structure of the price ranges in departure periods (stay from - to) is subject to the price variations determined by the hotels from one period to another. Therefore, the final price calculated for the first period may be higher, for example, than the final price calculated for the third period.

When the date of departure is at the end of a season, the final price is calculated as shown above. The final prices for the additional week are already included in the brochure for the following season. Qualifying conditions: that the chosen hotel continues to be under contract with LuxairTours and that the desired booking be confirmed (at the latest once bookings for the following season are possible).

4.1.1 Board supplements

The additional board charges indicated in the price list are valid for persons paying full price and per week. They will be calculated depending on the season of sale of the week in question. Children only pay the required percentage of the cost depending on the discount awarded.

4.2 Package tour

4.2.1 Extensions

Extensions to the stay on-site are subject to availability of rooms in the hotel and seats on flights (not valid for Holidays à la carte products). Extensions may only be arranged through our local guide/representative. All charges related to an extension must be paid by the customer on-site.

In case of a stay extension at destination, the customer is not more covered by the booked insurances. The additional parking fees have to be paid at the cashpoints at Luxembourg airport based on the public price.

4.2.2 Modification on the spot

The customer bears full responsibility for modifications to services made on their own initiative on-site. Fees arising from these arrangements are charged to the customer and must be paid on-site at the prices and conditions set by the service provider. Any modifications may cause agreed special offers to be cancelled.

4.2.3 Premature return

In case of a shortened stay, please ask the service provider, guide or local representative for documentation certifying non-provision of services. If you have taken out the cancellation insurance sold by LuxairTours and if the reason for which you have to interrupt the holiday early complies with the general terms and conditions of the Cancellation Guarantee of the Insurance Cover, you can ask the Insurer for reimbursement of services on the ground not used (above the excess of EUR 50 per person).

4.2.4 Not used services

Services not used shall not result in any reimbursement.

4.2.5 Not published services

In the case of services not published, seasonal structure, additional charges for galas or prices for children may be subject to change when calculating prices.

4.3 Special offers

Special offers indicated as such in the brochure are limited

to our room allocations. They are only assigned within the limits of the periods of application. Special offers are not applicable for rooms requested outside of our allocations nor for groups.

Consecutive stays in the same or different hotels do not automatically grant the right to special offers, even if all the conditions are met.

If two hotels are described in a single text, the 'special offers' symbols do not necessarily apply to both hotels.

As is customary in the hotel sector, stays are calculated in number of nights. So if we propose a special offer 14 = 10 for example, this offer is to be understood as 14 nights for the price of 10. This type of special offer is only valid for a stay of the duration indicated. For the example given, the stay must not therefore be shorter or longer than 14 nights. As a general rule, the free nights are the final nights of the stay.

In the case of special offers such as three weeks for the price of two, four weeks for the price of three etc. the type of board and type of lodging cannot be changed for the entire duration of the stay. Several special offers cannot be combined during the same stay, e.g. 'Single without supplement' and 'x days for the price of y'. The 'Single without supplement/Double for single use without supplement' special offer is the price paid by one person occupying a double room.

Discounts for Early Booking (First Minute and Early Booking), prices for Long Stays and the Honeymoon Discount, 55+, 60+, Single without supplement/Double for single use without supplement, are considered as special offers, even if there is no special indication in the price list. They may not therefore be added or combined with other offers, barring exceptions in the booking system. Discounts for early bookings are valid per person and apply to the 'hotel' portion of the package price.

In certain cases, discounts for early bookings are only valid if the entire stay takes place within the period of validity indicated for these.

If the discounts for early bookings can be combined with the special offer 'x nights at the price of y', the early booking discount will only be applied to the amount of paid nights. Discounts for 55+, 60+ and Early Booking cannot be combined for the same room.

Newlyweds offers:

see the 'Honeymoon' introduction pages.

For the '55+' and '60+' offers:

see the 'Seniors' introduction pages.

4.3.1 First Minutes/Early booking

For First Minute and Early Booking, the maximum discount percentage for early bookings is shown. This is valid per person on the price of the hotel. First Minute and Early Booking discounts may vary depending on the period or no longer be applicable.

For changes to a booking or name changes made after the First Minute or Early Booking period has expired, the customer will no longer have the right to these.

4.3.2 Gala dinner/meal/buffet

Additional charges for a gala dinner/meal/buffet are compulsory and do not generally include beverages. For All-Inclusive bookings, these services can be included according to the description of the All-Inclusive formula.

5. Children

5.1 Price for children

(from 2 years of age and in some cases up to 17 years of age):

Prices for children in the price list are only valid as part of a package holiday. If flights are not included in the booking, the discount for children decreases so as to be almost non-existent. Note: prices for children are limited to our rooms available in fixed allocations.

Prices for children may vary from one child to another. The child's age at the time of travel applies.

The departure date determines the season and the discount percentage applied for that period (see table of departure dates).

Prices for children are valid in the case of lodging in additional bed(s) and only if the number of people paying full price is reached. If the number of people paying full price is not reached, children must pay the full price until the required number is reached. After that, each additional child benefits from the discount indicated up to maximum occupancy of the room.

1+1/1+2/2+2:

Prices for children accompanied by a person paying the full price are available in the booking system. Prices for

people paying the full price are published in the supplementary texts to the price table indicating the possibility of booking 1+1 (1 adult + 1 child), 1+2 (1 adult + 2 children) or 2+2 (2 adults + 2 children in the same unit or 2 children in a separate double). Notice to travel agencies: booking codes are indicated in the information below the price table. The hotel may limit these offers.

If associated services are provided separately (e.g. flight only + hotel and/or separate transfers), the discount for children cannot be applied, independently of the discounts applied to other services.

5.2 Children under 2 years of age

As part of a Luxair package tour, children under 2 years of age benefit from a discount of 100% on the price of flights and have the right to a luggage allowance of a single 23-kg bag per person. However they do not have the right to a seat on the airplane.

If you are travelling with an infant or a child (up to 6 years old), you are entitled to take one stroller or one car seat free of charge.

Some establishments include children under 2 years, even in a baby bed, in the maximum number of occupants for accommodation. Hotel fees for children under 2 years of age must be paid at the hotel.

5.3 Children under 12 years of age

(2 - 11 years of age):

As part of a LuxairTours package holiday, children under 12 years of age travelling alone are not allowed.

5.4 Minors

For minors, see the section in the General Terms and Conditions.

6. Accommodation and board

6.1 Reservations

Contracts with our service providers (hotels) specifying a type of room, apartment, bungalow or other. We cannot reserve a room number or a room on a specific floor. We do not guarantee that a specific type of room will be assigned if there is no distinction in this respect in the price list (room with or without balcony, partial sea view, etc.). If the customer has the possibility of booking a particular view for example, a balcony or a terrace, this is indicated in the description of the hotel by 'options' (sea view, pool view, balcony, etc.).

6.2 Duration of the stay

The minimum length of stay may vary and is recorded in the booking system.

Unless otherwise indicated, the minimum length of stay is 7 nights. This also applies for destinations served several times during the week and in the case of a combination of two types of lodging. If the minimum length of stay is not reached, an additional charge may be applied.

The duration of stays in our price lists is shown in number of days = number of nights spent at your holiday destination. The days of departure and arrival at your destination, even if partial, are counted as full days. This also applies to the number of nights in the case of nocturnal flights.

It is possible, depending on the availability of flights, that the outgoing journey is in the late afternoon or evening, and the return journey is early in the morning or before midday. Outgoing and return flights can also be at night. Meals skipped due to this situation are not cause for reimbursement.

Therefore, if a customer who has booked a week's stay in full board arrives in the morning and has their first meal at midday; after a week's stay the customer leaves on an evening flight. In this case the customer no longer has the right to a midday meal on that day. Services for the customer in question are paid for seven full days of the stay (start of services: arrival day lunch; end of services: departure day after breakfast).

6.3 Hotel descriptions

As indicated in our hotel descriptions, each country classifies its hotels in different standard categories. These official categories, however, do not always correspond to our judgment, which is why we have our own LuxairTours classification.

The hotel sector in our holiday destinations generally corresponds to international standards. Nevertheless, the services offered by two hotels in different locations cannot necessarily be compared (mentality and specific customs of the country visited).

Operation and use of certain facilities, for example heating, central air conditioning or the pool, depends on weather conditions and the occupancy of the hotel. It can occur that certain amenities such as lifts are momentarily out of service. At your destination, the technical specifications of the facilities may differ from those that we are aware of. This mainly concerns electrical facilities and devices, gas burners, stoves, etc. Please read the instructions for use carefully before use.

Most air conditioning is not individually adjustable and its operation is controlled by hotel staff from a central control station. A specific note on 'individual controls' will be included in the hotel description if the air conditioning or the heating can be adjusted by the customer themselves. We are not responsible for rationing of water or electricity. In more and more hotels, the electrical current in the room is controlled by a smart card that also serves as a key. Therefore, electrical devices will only function when the occupant is in the room. Accommodation with air conditioning that is directly exposed to the sun may therefore take several minutes to reach an agreeable temperature. Often, the air conditioning is not designed to act as heating in cold weather.

We recommend that you check that sports facilities, electrical devices and other facilities are in good working order before using them.

TV programmes via satellite: some hotels offer TV programmes via satellite. In Eastern Mediterranean and North African countries, as well as in the Canary Islands and Madeira, the programmes are not necessarily the same ones available in your home country. It is therefore probable that despite the indication 'TV programmes via satellite', very few or no French or German stations are picked up.

Internet access provided in hotel rooms or in the public areas is generally chargeable, unless otherwise indicated. If internet use is provided free of charge, this is mentioned in the hotel description.

Consumption of mini-bar products is also chargeable unless the hotel description specifically mentions otherwise, for example: 'free mini-bar' or 'mini-bar, first refill free', etc.

If the hotel has a private car park or an underground garage, parking will always be chargeable, unless free parking is specifically mentioned in the description of the hotel.

6.4 Pictures of the room

As regards accommodation, we would like to specify that the photos of the rooms in our brochures are not contractually binding and are given by way of example and do not necessarily correspond to the room booked. For a more detailed description, it is recommended to refer to the description in the brochure or on our website www.luxairtours.lu

6.5 Occupancy of rooms

Unless otherwise indicated, the standard occupancy of each room is two adults, except for occupancy of a single room or a double room with single occupancy ('double for single use'). All indications concerning minimum and maximum occupancy of adults and children are contractually binding.

6.6 Extra beds/sofa beds

Booking of three or more people in a standard double room entails the addition of extra beds and/or sofa beds. These shall not therefore necessarily be standard beds and the floor space may be greatly reduced as a result.

6.7 Accommodation and board

In general, accommodation is available on the day of arrival at 2:00 p.m. and must be vacated at 12:00 p.m. on the day of departure.

6.8 Non-smoking rooms

The availability of this type of room has to be requested during the booking.

6.9 Promo rooms

These rooms are available in limited quantities and may have a restricted view. In general, they have the same facilities and views as standard rooms. If there are differences between a promo room and a standard room, these will be specified in the description of the hotel.

6.10 Board

The half board formula generally includes breakfast and dinner. The full board formula includes breakfast, lunch and dinner. For further details, please refer to the description in the brochure or to our website www.luxairtours.lu.

The All-Inclusive formula indicates certain services such as certain beverages during meals, snacks, coffee and cakes as well as sports activities are included in the price of the holiday. However, the All-Inclusive offer varies from one hotel to another. Furthermore, in certain hotels, the All-Inclusive offer is limited to certain services and/or

times of the day. In most hotels, wearing a plastic bracelet or a similar distinctive sign is compulsory.

In general, services in à la carte restaurants and in speciality restaurants are chargeable and drinks during gala dinners are not included in the prices.

Opening times of open-air restaurants and bars are dependent on weather conditions. In pre-season and low season, the services offered may be reduced.

6.11 Culinary art

In the hotels, most of the dishes come from top cuisines. The preparation and tastes may not therefore suit all palates. Please also note that tastes and culinary habits may vary from one country to another. Finally, in case of low occupancy, hotels reserve the right to replace table service with a buffet or vice-versa.

7. General information

7.1 Sport activities

Often, certain sports activities, such as diving, windsurfing, sailing, etc. are only accessible upon presentation of a certificate or licence of competency. We also wish to specify that certain sports activities may not be covered by insurance. To this end, please consult the general conditions of your Holiday Insurance beforehand.

Finally, we recommend that you do not do underwater diving for at least 24 hours before take-off. Significant changes in pressure can cause serious health problems (paralysis).

7.2 Entertainment

Entertainment and/or part of the sports facilities on offer may be restricted in low and mid-season.

If the hotel has guaranteed to us that the entertainment team speaks French or German, this is specified in our brochure. Where 'international entertainment' is written in the brochure, French or German are not necessarily spoken within the hotel. Finally, where only 'entertainment' is written, it is not possible for us to guarantee the language in which it will be provided.

7.3 Animals

Transport of animals by airplane is subject to various legislation which can differ considerably from one country to another. Make sure you have all the original copies of all the necessary transport documents, such as permission to export, import or transit, certificate of health and/or vaccination.

If the animal is not correctly vaccinated, the owner of the animal must pay for the return flight for the animal and their own return flight.

As the number of animals that we can transport in the cabin is restricted (maximum 3), we ask that you mention your pet when booking.

Only dogs and cats weighing up to 8 kg (including cage or transport bag) as well as guide dogs are authorised to travel in the cabin. A tax per flight must be paid. Animals are only accepted in the cabin if they can travel with ease in a specially designed carrier (maximum dimensions: length 45 x depth 23 x height 25 cm or length 45 x depth 42 x height 20 cm) and without causing disturbance to other passengers. Furthermore, the animal must not be pregnant. It must be clean, healthy, inoffensive and its odour must not bother passengers. Finally, the animal is not allowed to move freely around the airplane.

Animals weighing more than 8kg must travel in the hold of the airplane. A transport container is required and a tax per flight must be paid. In this case also, the animal must not be pregnant; it must be clean, healthy, inoffensive and its odour must not cause disturbance.

We recommend that you check-in early if you are travelling with an animal.

LuxairTours reserves the right to refuse to transport animals for safety or legal reasons. Airport-hotel transfers: some drivers reserve the right not to transport animals, even in a carrier. If necessary, additional transfer costs (e.g. in a taxi or rental car) shall be borne by the customer. A transfer not provided for this reason shall not be cause for a reimbursement.

Pets in the hotel: prior agreement is necessary to admit animals in hotels. In general, authorisation is limited to the presence of the pet in the apartment or room rented and never for the common areas of the chosen establishment.

Admission requests and bookings for pets can only be made through your travel agency or our Customer Service Center LuxairTours, latest 72 hours before departure.

7.4 Electronic devices

For security reasons, the use of electronic devices such as telephones, laptops, tablets, audio players and portable game consoles is prohibited during take-off and landing. These devices must therefore be turned off. During the flight, devices placed in airplane mode may be used.

7.5 Special Luggage

Transport of special luggage, such as windsurf boards, golf or diving equipment, is subject to the air carrier's conditions of carriage and pricing (pricing conditions available on the website www.luxairtours.lu).

The booking must be made for the customer's return flights.

This service can be booked on luxairtours.lu via your travel agency, at the latest 50 hours before departure.

Cancellation of the booking will not entitle the client to any refund and may not be covered by insurance.

If the size and weight of the special luggage and/or the overall volume of the standard and special luggage so require, separate transport of the special luggage may be necessary. If this service is not included in the package, any additional costs must be paid directly.

Concerning the transport of golf bags and diving equipment, customers who have opted for a Vakanz or Excellence package benefit from free transport by air of this luggage if this service is booked at least 50 hours before departure on luxairtours.lu or with the travel agency.

For passengers who have booked a LuxairTours package, transport by air and transport of the bike from the airport to the hotel are subject to payment of a fixed price. The amount of the fee is available on request from the Customer Service Center or your travel agent.

Bikes will be transported to the destination either directly with the transfer bus or separately in a vehicle with all bikes.

The number of bikes that can be carried on board Luxair aircraft is limited. Luxair reserves the right to refuse to carry bikes for operational or safety reasons.

Please make a reservation for your bike on the outbound and return flights. Please enquire about transport and packaging requirements (special protection required).

We recommend that you check in earlier if you need to register a bike.

7.6 Luggage to / from Egypt and Tunisia

We would like to draw your attention to the security measures affecting travel to destinations in Egypt and in Tunisia.

We advise our customers to use hard suitcases with integrated locks or cases on which padlocks or seals can be attached, leaving an opening of no more than 1 cm, to prevent an illegal object being inserted into the luggage.

If a customer is taking bags that cannot be fully secured with seals, the hold luggage must be sealed with plastic before check-in at the passenger's own expense.

In order to ensure that these measures are correctly implemented, we ask customers to follow the instructions received at the resort by the staff in charge. Any refusal to cooperate with our local partners may result in the transport of luggage being denied.

7.7 Porters

Most hotels no longer have porters, irrespective of their category.

7.8 Sun loungers and parasols

It is not always possible to have a sun lounger with a parasol available for every customer at the pool and/or the beach. At most destinations the beaches are public and the sun loungers/parasols are generally subject to additional charges. If a beach belongs to the hotel or if use of the sun loungers/parasols is free, this is specifically mentioned in the description of the hotel in question.

7.9 Currency exchange

Exchange rates for each destination are available in banks. Our local guide can inform you of their opening hours.

The majority of hotels offer the possibility to change money at the reception.

Standard credit cards are generally accepted in tourist areas. Credit cards, as well as EC cards for some destinations, allow you to withdraw cash from cash points.

In some destinations, the LuxairTours guide accepts credit cards as a means of payment. Information relating to this can be requested from the guide.

Please note that in some countries, only a percentage of the local currency can be exchanged before departure.

In Egypt, for example, excursions are paid on-site with a credit card, while invoicing is done in US-Dollars, which may result in large differences in the exchange rate.

7.10 Schedule changes

In international air traffic, changes or delays in flight schedules cannot always be avoided, particularly during the high season. We would advise you not to make any other commitment for the departure and return days.

7.11 Construction, renovation and repairs

On holiday, construction sites, renovations and other repairs are sometimes the source of some noise disturbance. These incidents are unfortunately beyond our con-

trol. Work may therefore begin or start again from one day to the next. When such information has been sent to us in time, it goes without saying that we will inform you of such construction sites before your departure. Otherwise, our local guide will do his or her best in order to limit this disturbance to a minimum.

7.12 Customs

As far as photographs and videos are concerned, the usual rules regarding other peoples' private lives or current legislation (regarding image rights or relating to authorisations required for filming or photographing) must be observed, specifically in regions with a Muslim population. Taking photos is often prohibited in museums and churches. Photography is prohibited within military facilities.

The information above is only provided as an indication and does not release the customer from his or her potential liability which may result from the non-respect of current legislation or engage the liability of the organiser.

7.13 Beginning and end of the season

Owing to low occupancy rates at the beginning and end of the season, the services offered, as well as entertainment programmes and sports, may be restricted. On the other hand, you benefit from more peace and quiet, more room and a more personalised service.

The hotel owner may also decide to open their hotel later or bring its closure forward. This decision is thus beyond our control and in this case, we will offer you an alternative that is at least equivalent.

7.14 Tap water

In the majority of countries in the south, tap water is not safe to drink. We recommend you buy mineral water in the supermarket or your hotel bar. The organiser not being liable on these grounds.

7.15 Checking in at the airport

For checking in to a LuxairTours flight, passengers are required to have their ticket and travel documents on hand, as well as a valid ID document and to present themselves at the check-in desk a minimum of 2 hours before the planned departure time.

After check-in, you are required to go to the boarding gate at the time indicated on your check-in card. Owing to very lengthy security checks put in place by European regulations, we would invite you to respect the check-in times before departure so that the punctual departure of your flight can be guaranteed.

Passengers leaving from Luxembourg airport during the morning between 6:00 a.m. and 9:00 a.m. can check their luggage in the day before departure between 7:30 p.m. and 10:30 p.m. They will then receive their boarding pass and can present themselves directly for the security checks.

7.16 Environment

The protection of and respect for the environment is part of everyday life. The local administrations in holiday locations have policies to this end. The measures taken still remain insufficient, but a first step has been made. Please monitor your water and energy consumption. The correct dosage of bath products and washing powder, as well as the disposal of rubbish, presents few constraints, but increase the quality of life in your holiday location. Your participation is very welcome!

We would also ask you to respect current legislation on this.

7.17 Guide/local representative

You will find the address, telephone number etc. of the guide responsible for the assistance service in the LuxairTours welcome envelope which will be given to you upon your arrival at the airport. This information is also available in the LuxairTours file available in the hotel.

7.18 No-smoking

Recently, very strict no-smoking laws have come into force in several European countries, e.g. in Spain, Italy, Malta and Portugal. It is either completely forbidden to smoke in hotels, restaurants, airports etc. or smoking is only allowed in specially arranged smokers' zones.

You must conform to the current legislation regarding this.

7.19 Bank holiday

In your holiday destination, public and religious holidays, as well as various events, may lead to the closure of monuments, museums and shops, modifications to excursions and/or public transport timetables for which we are not responsible and for which we do not assume any liability. It is your responsibility to find out information in advance. On these dates, public life may move at a slower pace. We would ask you to please be understanding should the hotel service be affected.

7.20 Language

In some destinations and some hotels, the local population has adapted to the most largely represented nationality among tourists, nevertheless without neglecting or bearing any discrimination whatsoever towards the other nationalities present. German and English are thus the predominant languages in Bulgaria, Greece and Turkey, for example.

7.21 Illness

If you need a doctor, please contact the hotel reception and/or the LuxairTours guide. For each consultation or medical prescription, please do not forget to request a receipted invoice which you will send on your return to your health insurance office and/or to any other insurance organisation covering part of your costs. If you have taken our optional Travel Assistance Insurance for your package travel, you can request the reimbursement of the balance within the limits of the applicable insurance conditions from the insurer on presentation of the bill received from the health insurance office and/or any insurance organisation (please see the insurance conditions).

We would draw your attention to the fact that the level of quality and services of medical and hospital infrastructures may differ depending on the destination country. We would advise you to inform yourself prior to the conclusion of the contract, regarding the medical and hospital services and infrastructures available on-site.

7.22 Jellyfish, algae, insects

The climatic conditions of maritime regions are conducive to the appearance of jellyfish, algae and insects. They are natural phenomena, part of the coastal ecosystem and for which the organiser does not take any responsibility.

7.23 Mini-Club and LUXiClub

The mini clubs are clubs hosting and entertaining children available on-site, exclusively organised by the hotel. The opening hours may vary depending on the season and occupancy. During low occupancy, the hotel reserves the right to close them temporarily. Please also note that in a certain number of mini clubs, the capacity for welcoming children is restricted.

The LUXiClub is the infrastructure for children organised by LuxairTours and is subject to these general terms and conditions.

7.24 Valuables

We would advise you to put any valuable objects in your hotel safe.

The organiser cannot be held liable for their loss and/or any damage to them.

7.25 Water park

Hotels providing a water park may restrict access to some slides for safety reasons. These restrictions are imposed by the manufacturer and/or the hotel complex insurers. They may be related to the height, age or weight of the user.

7.26 Parking

Parking at the airport is not included in the price, unless otherwise stated.

This service may however be added to 'Package Travel' on the payment of a special tariff on luxairtours.lu or by contacting your travel agency.

If you have chosen optional parking, LuxairTours cannot be held liable for the theft or any potential damage caused to your vehicle during the parking period.

Costs caused by parking in another car park other than the one subscribed to optionally cannot be reimbursed.

7.27 People requiring assistance

The transport of disabled people or people with reduced mobility requires specific assistance for each case. We would ask you to consult your doctor in advance in order to prepare for your flight in the best way. For reasons of organisation and to guarantee you the best quality of the services offered, it is essential that each request for assistance be mentioned at the time of booking the flight and at least 48 hours before the day of departure of the outbound flight and also for the return flight. However, if this request for assistance is not made within the suggested time period, LuxairTours will put all available means in place to supply the required assistance. People with reduced mobility who cannot make the transfer by bus independently can be transported individually (often with only one companion) to and from the hotel. Please advise us of this at the time of booking. In some cases, a medical certificate (INCAD/Incapacitated Passengers Handling Advice form) is required.

We would ask you to consult with your doctor in advance in order to prepare for your flight in the best way.

In some exceptional circumstances foreseen by European regulation no. 1107/2006 regarding the rights of disabled people and people with reduced mobility when they travel by air, the transport of disabled people or people with reduced mobility may be refused for security reasons

or well-defined technical reasons. In this case, Luxair must immediately inform the people concerned and propose an acceptable alternative solution. Furthermore, Luxair can request, for security reasons, that the disabled person or the person with reduced mobility be accompanied by another person.

Finally, we would recommend that you present yourself for check-in as early as possible when assistance is necessary for your transportation.

Notice to travel agents: in order to guarantee an optimal service for customers during their flight and during their stay at the hotel, any request for assistance must be made via the LuxairTours Customer Service Center.

7.28 Prebooking

Please note that a pre-booking is not automatically a confirmation of the booking. Availabilities, as well as prices, can only be released after the opening date of sales.

7.29 Seat reservation

Seat reservation for package tours:

You can reserve your seats on the plane for a Vakanz, Excellence or Happy Summer package free of charge for several seating categories until 50 hours prior to departure and is subject to availability :

For all other packages or if you would like to book another seat category which is for free in your booked package, you can book it by paying this category.

The reservation can be done in your travel agency or on our website <https://www.luxairtours.lu/en/travel/my-booking>, only for Metropolis, Cascais, Lido di Jesolo, Usedom and Dubai please reserve on <https://www.luxair.lu/en/manage-my-booking>

Less than 50 hours prior to departure, the reservation has exclusively been done by self-check-in and has to be paid then for all seat categories and packages.

Please note that the following passengers are not allowed to be seated at the emergency exits:

- infants and children under 12
- passengers accompanying infants and children under 12
- passengers travelling with animals in the cabin
- pregnant women
- people with reduced mobility
- passengers whose mobility is reduced owing to their weight, their age or an illness

Passengers seated at the emergency exits may have to assist the crew in case of emergency.

For safety reasons, check-in and crew staff must check whether passengers seated near the emergency exits meet the above conditions.

Therefore, Luxair reserves the right to allocate another seat to passengers if required by the safety regulations.

The modification and cancellation of places done by the customer will not give rise to any reimbursement and, in principle, are not covered by the optional insurance packages (please consult your insurance conditions).

7.30 Special meals on board

You have the possibility to book a special on-board meal ('special meal') for a fee. Meals for children and babies can be booked free of charge. Reservations must be made at least 72 hours before departure on luxairtours.lu or via your travel agent.

7.31 Overbooking

Hotel owners also have the right to practise overbooking under certain restrictions. We are very aware that this practice is not in the interest of our customers and can only demonstrate our deepest dissatisfaction to hotel owners. We may be informed with little time before departure regarding overbooking and we will then endeavour to offer those customers concerned an alternative that is at least equivalent which might meet their initial expectations. The hotel owner may also not warn us of the overbooking, which we only learn of once our customers on-site. In this case, we would invite the latter to contact the LuxairTours guide who will do everything necessary to remedy this situation.

7.32 Miscellaneous taxes

Miscellaneous taxes (visitor's tax, tourist tax etc.): in some destinations, depending on the hotel category and depending on the region, some taxes (e.g. visitor's tax and tourist tax) are levied. Unless otherwise specified at the time of booking, these taxes must be paid on-site.

7.33 Telephone

As far as connections to mobile networks in your holiday location are concerned, your telephone operator will be able to inform you regarding 'roaming' partners and the fees payable when using your telephone abroad.

It is possible to telephone from reception and/or from your hotel room. The international prefixes are as follows: Luxembourg 00352, Belgium 0032, France 0033, Germany 0049.

7.34 Required outfit

We would ask you to please wear clothing appropriate to the cachet of your hotel. For instance, some hotels refuse entry to the restaurant if a customer is wearing Bermuda shorts. Also, it is common practice in many restaurants for proper evening attire to be worn (e.g. long trousers, jacket and tie for men) or required for gala evenings.

7.35 Vaccinations

In principle, no vaccinations are required for the destinations served by LuxairTours. We would, however, advise you to ask your doctor prior to departure whether a vaccination or other potential precautions are required. It is nevertheless recommended to have a vaccination against Hepatitis A for countries in the north of Africa.

This guiding principle is however subject to verification by a doctor and the organiser does not assume any liability.

7.36 Nightlife and rest

If you have chosen accommodation in a lively location, you must expect noise at night time. Discos and pubs close late or not at all. Motorcycles and cars are not subject to strict standards regarding noise and noise emission. At the time of your booking, make sure you find out the exact location of the hotel of your choice.

7.37 Wellness

Please note that use of wellness, Vital, Spa and thalassotherapy centres, as well as the use of fitness rooms, is subject to certain conditions. Access is therefore often prohibited to minors younger than 16. Many centres require customers to complete forms regarding the state of their health, as well as a declaration of the waiver of any potential damages. Centres reserve the right to refuse access in the case of some customers' illnesses or indispositions. The wellness and thalassotherapy packages published in our brochure must be paid directly to LuxairTours. For the majority of them, appointments must be made on-site and directly with the centre. Furthermore, as these appointments are fixed depending on the centre's availability, it is not always possible to respect the schedules requested by the customer and we would ask for your understanding on this point.

Wellness services and facilities may have a limited access and are upon availability at high season dates/vacations.

7.38 Wi-Fi

'Wi-Fi' means that there is a wireless internet connection available (in a precise zone or everywhere) in the hotel. This connection may be limited in scope and depends, of course, on the size of the hotel complex. Temporary technical problems can occur on-site or the Internet system may be slow owing to multiple users at a given time.

8. Your return trip

8.1 Programme

The running of a tour may be subject to modifications depending on the weather conditions, the number of participants or even following changes to the itinerary (e.g. modification of the flight plan for internal flights). The organiser shall not be liable on this point and such modifications do not give rise to compensation or reimbursement.

8.2 Guide/Local Representative

For tours departing from LuxairTours Vakanz destinations, you will find the address, telephone number etc. of the guide responsible for the assistance service in the LuxairTours welcome envelope which will be given to you upon your arrival at the airport.

8.3 Accommodation during return trips

Generally, accommodation is available on the day of arrival at 2:00 p.m. and it must be vacated on the day of departure at 12:00 p.m.

8.4 Extensions after a return trip

Extensions to the stay on-site are subject to availability of rooms in the hotel and seats on flights (not valid for Holidays à la carte products). We recommend you make the booking for your extra stay before your departure. Extensions may only be arranged through our local guide/representative. All charges related to an extension must be paid by the customer on-site.

In case of a stay extension, insurance cover taken out as well as parking fees at Luxembourg airport will automatically be invoiced on a pro-rata basis for the additional period.

If customers wish to combine an independently organised stay with their package holiday, they lose the right to an airport transfer. If the first week is included in the package and the second week is individually organised, only the transfer from the airport to the hotel (booked in the package) is included. If, on the contrary the first week is individually organised and the second week is included in the package, only the transfer from the hotel (booked in the package) to the airport is included. All other transfers are payable by the customer.

N.B.: the hotel for the extension of the holiday must be included in the same brochure and during same season.

9. Entry requirements for package tours

A passport is recommended for all countries outside the EU, which is valid for 6 months after returning.

9.1 Germany

EU: Passport valid for the duration of the stay or identity card.

Morocco : Passport valid more than 6 months after entry.

Egypt: Passport or identity card valid for more than 6 months after return. A visa is required. Passengers traveling with an ID card only need to provide 2 ID photos.

Tunisia: More than 6 months after entry valid passport or identity card, only if it is a package tour and a hotel voucher can be presented.

Turkey: Passport valid for the duration of the stay (max. 90 days) or identity card.

Cape Verde: Passport valid more than 6 months after return.

Montenegro : For stays less than 30 days : valid passport or identity card; for stays more than 30 days a valid passport is mandatory.

9.2 Belgium

European Union: Passport or ID card valid for the duration of the holiday.

Morocco: Passport valid for more than 3 months following entry into Morocco.

Egypt: Passport or identity card valid for more than 6 months after return. A visa is required. Passengers traveling with an ID card only need to provide 2 ID photos.

Tunisia: Passport or ID card valid for the duration of the holiday, ID card accepted when accompanied by a booking voucher from the hotel.

Cape Verde: Passport valid for more than 6 months after return.

Turkey: Passport or ID card valid for 6 months after entry into Turkey.

Montenegro : For stays less than 30 days : valid passport or identity card; for stays more than 30 days a valid passport is mandatory.

9.3 France

European Union: Passport or ID card valid for the duration of the holiday.

Morocco: Passport valid for the duration of the stay in Moroccan territory

Egypt: Passport valid for a minimum of 2 months beyond the period of intended stay or identity card valid for more than 6 months after return. A visa is required. Passengers traveling with an ID card only need to provide 2 ID photos.

Cape Verde: Passport valid for more than 6 months after return.

Tunisia: Passport or ID card valid for the duration of the holiday, ID card accepted when accompanied by a booking voucher from the hotel.

Turkey: Passport or ID card valid for the duration of the holiday (maximum 90 days).

Montenegro : For stays less than 30 days : valid passport or identity card; for stays more than 30 days a valid passport is mandatory.

9.4 Luxembourg

European Union: Passport or ID card valid for the duration of the holiday.

Morocco: Passport valid for more than 3 months following entry into Morocco.

Egypt: Passport valid for more than 6 months after return. A visa is required. Passengers need to provide 2 ID photos.

Cape Verde: Passport valid for more than 6 months after return.

Tunisia: Passport or ID card valid for the duration of the holiday, ID card accepted when accompanied by a booking voucher from the hotel.

Turkey: Passport or ID card valid for the duration of the holiday (maximum 90 days).

Montenegro : For stays less than 30 days : valid passport or identity card; for stays more than 30 days a valid passport is mandatory.

9.5 Notice

Above you will find general information on entry formalities (passports and visas). This information is only valid for tourist trips of a maximum duration of 3 months. Their accuracy has been verified by 01/06/2019. It often happens that entry formalities are changed. We therefore strongly recommend that you inform yourself in good time about the entry requirements (passport, visa and any health regulations) of your destination country that apply to your personal situation (nationality, age, status). We recommend that you contact the authorities in your country of residence directly, but also the authorities in

the country of which you are a national and the country of destination. Alternatively, you can obtain information directly from the websites of these authorities.

It is the responsibility of the travellers themselves to ensure that they have all the necessary documents and meet all the health and administrative requirements for entering the territory of the country of destination. Travellers who fail to comply with the formalities bear the consequences themselves, for example that transport or entry into the territory of destination may be lawfully refused in the event of inadequate travel documents.

Please also check in good time that the spelling of your first and last names on the official documents (passport, visa, identity card) corresponds to the spelling in the travel documents so that any changes can be made before departure.

The above information applies only to nationals of Luxembourg, Germany, Belgium and France. Travellers of other nationalities, with dual nationality and stateless persons, are requested to contact the relevant official bodies or the Ministry of Foreign Affairs or the consulate of the country of destination in order to obtain this information. To help you do this, we have listed on our website www.luxairtours.lu the websites for all the countries we visit. We accept no responsibility for the information published on these websites.

Minors may be subject to special entry formalities. Here, too, we recommend that you obtain all necessary information from the responsible official bodies in good time.

Some useful Internet links:

Germany: <http://www.auswaertiges-amt.de/>

Belgium: <http://diplomatie.belgium.be/tr/>

France: <http://www.diplomatie.gouv.fr/>

Luxembourg: <http://www.mae.lu/>

Visa Fees for Egypt

For our clients who have booked a LuxairTours package tour (flight & hotel), the visa is included in the price.

9.6 Children

Children must have their own photo ID card (plastic card for children from Luxembourg) or have their own passport. Every minor travelling abroad without being accompanied by his or her parents must have parental authorisation from the municipality in which he or she resides, as well as a valid national ID document. Please obtain information from the municipality concerned.

As far as French minors are concerned, since 1st January 2013, they are able to cross borders with their just their valid passport (potentially with a visa) or with their national ID card. Some countries set specific terms especially for minors and you should check the documents requested by the country of destination beforehand on the website of the French Ministry of Foreign Affairs or with the Embassy of the country concerned.

Do not travel without your travel documents: the insurance certificate, your European health insurance card (social security card) or a temporary replacement certificate (delivered at your request by your health insurer), the form delivered by your social security in the case of a destination outside the European Economic Area (EEA) and Switzerland and the membership card of your health insurance company.

9.7 Preventive measures before travelling

Photocopy the ID documents you are taking abroad. If you lose your national ID card, your passport and/or your travel documents, this photocopy will make it easier to request new papers to be sent to you. Furthermore, it is not necessary to carry your travel documents with you, except for moving from one country to another or taking a plane; you can simply take a photocopy and thus leave your passport in a safe place.