Important Notice

1. Introduction

The following are included in the Luxairtours package tours: return flight in economy class, 23 kg baggage allowance (limited to one piece per person), airport taxes and any supplements, hotel accom¬modation according to the service chosen, return trans¬fers between the airport and the hotel (only if the transfer is mentioned on the booking confirmation, which does not apply to 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:

- Beverages, tips, porter services, excursions, and any other personal expenses
- Parking fees at the airport
- Travel assistance insurance
- Cancellation insurance

These last three services can, however, be added at an additional cost by contacting their travel agency or by directly calling the Luxairtours Customer Service Centre at 00352 2456-1. For Holidays à la carte products, these services can only be added by contacting our Luxairtours Customer Service Centre.

2. Combining several localities/hotels/destinations

Customers may also combine several hotels in different locations such as Tenerife and La Gomera. Usually, such combinations depend on the legal provisions of each country regarding immigra¬tion. An additional charge may be applied when combining several destinations. Please consider 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 fees between the two hotels shall be borne by the customer.
All other combination types are subject to availability and upon request.
Customers lose the right to a transfer when combining their package holiday with a free and individually organised stay. 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 charged at the customer's expense.

3. Pricing

3.1 Package tours

3.1.1 Extensions

Extensions to the customer's stay while 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 on site by the customer.
In case of a stay extension at the destination, the customer stops being covered by the booked insurances. The additional parking fees must be paid at Luxembourg airport's cashpoints based on the public price.

3.1.2 On-the-spot modifications

The customer bears full responsibility for any changes 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 changes may result in the cancellation of previously agreed special offers.

3.1.3 Early returns

In case of a shortened stay, the customer must use the online contact form on the Luxairtours website to request documentation certifying non-provision of services. If the customer has taken out the cancellation insurance sold by Luxairtours and if the reason for which they must interrupt the holiday early complies with the general terms and conditions of the Cancellation Guarantee of the Insurance Cover, the customer may request the Insurer for a refund of the services not used at the destination (excluding the excess).

3.1.4 Non-used services

Services not used shall not result in any refund.

3.2 First Minutes/Early booking

First Minute and Early Booking discounts may vary depending on the period or no longer be applicable.
Any changes made to a booking or name after the First Minute or Early Booking period has expired will result in the customer losing the right to these.

3.3 Gala dinners/meals/buffets

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

4. Children under 2 years of age

As part of a Luxair package tour, children under 2 years of age get a 100% discount on air fares and are entitled 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.
Customers travelling with an infant or a child (up to 6 years old) 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 directly at the hotel.

5. Accommodation and board

5.1 Reservations

Contracts with our service providers (hotels) specify specifying a type of room, apartment, bungalow or other: we are not able to book a room number or a room on a specific floor. We also do not guarantee that a specific type of room will be assigned if there is no distinction with regard to it in the price list (e.g. a room with or without balcony, partial sea view, etc.). The possibility of booking a room with a specific view, such as a balcony or a terrace, is indicated in the description of the hotel under 'options' (sea view, pool view, balcony, etc.).

5.2 Length of stay

The minimum length of stay may vary and is recorded in the booking system.
The duration of stays in our price lists is shown in number of days = number of nights spent at the holiday destination. The days of departure and arrival at the destination, even if partial, are counted as full days. This also applies to the number of nights in the case of night flights.
It is possible, depending on the availability of flights, that the outbound flight is in the late afternoon or evening, with the return flight being early in the morning or before noon. Outbound and return flights can also be at night. Meals skipped due to this situation do not entitle the customer to a refund.
For instance, full-board customers on a one-week stay and arriving at the destination in the morning will have the right to a lunch meal on the day of arrival, but not on the day of departure in case the departure flight is in the evening. Services for the customer in question are paid for seven full days of stay (start of services: arrival day at lunch; end of services: departure day after breakfast).

5.3 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 the 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. It may occur that electronic devices 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 customers to check sports facilities, electrical devices and other facilities are in good working order before using them.
Some hotels offer TV channels via satellite. In Eastern Mediterranean and North African countries, as well as in the Canary Islands and Madeira, channels are not necessarily the same ones available in the customer's home country. It is therefore probable that despite the indication 'TV programmes via satellite', very few or no French- or German- speaking channels 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 come at an additional cost, unless free parking is specifically mentioned in the description of the hotel.

5.3.1 Air Conditioning

Most air conditioning systems do not have individual controls and are operated by the hotel staff through a central control unit. In some cases, electrical devices may only function when the room is occupied. Therefore, accommodations with air conditioning and direct sun exposure may take several minutes to return to a comfortable temperature. Often, air conditioning is not designed to operate as heating during cooler weather. We recommend checking the proper functioning of sports facilities, electrical appliances, and other amenities before using them.

5.3.2 Satellite TV Programs

Some hotels offer satellite TV programs. In countries in the Eastern Mediterranean, North Africa, as well as in the Canary Islands and Madeira, the available programs may not necessarily be the same as those you receive at home. As a result, despite the indication "satellite TV programs," French or German channels may not be available or may only be available in limited numbers.
Internet access provided in hotel rooms or public areas is generally subject to a fee, unless otherwise specified. If Internet use is offered free of charge, this will be indicated in the hotel description.

5.3.3 Mini bar

Consumption of minibar products is also subject to a fee, unless explicitly stated otherwise in the hotel description (e.g., "minibar included" or "minibar, first refill included").

5.3.4 Hotel car park

If the hotel has a private car park or an underground garage, parking will always be charged unless the hotel description explicitly mentions that parking is free.

5.4 Room pictures

Regarding accommodation, we would like to specify that the photos of the rooms in our brochures are not contractual 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 catalogue or on our www.luxairtours.lu website.

5.5 Room occupancy

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').

5.6 Extra beds/ Sofa beds

Booking of three or more people in a standard double room implies the addition of extra beds and/or sofa beds. As these may not necessarily be standard beds, the living area and comfort may be significantly reduced.

5.7 Accommodation and board

Accommodation is usually available on the day of arriåval at 3:00 p.m. and must be vacated by 11:00 a.m. on the day of departure.

5.8 Promo rooms

Such rooms are available in limited quantities and may have a restricted view. They usually have the same facilities and views as standard rooms.

5.9 Board

Half-board packages usually include breakfast and dinner. Full-board packages usually include breakfast, lunch and dinner. For further details, please refer to the description in the catalogue or on our www.luxairtours.lu website.
The All-Inclusive formula indicates certain services such as certain beverages during meals, snacks, coffee and cakes as well as some 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 bracelet or a similar distinctive sign is compulsory.
Services in à la carte restaurants and in speciality restaurants are usually 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.

5.10 Culinary arts

The preparation and tastes may not 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.

6. General information

6.1 Sporting activities

Specific sports activities such as diving, windsurfing, sailing, etc. may only be 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, customers are kindly asked to check the general conditions of their Holiday Insurance beforehand.
Finally, we recommend customers to not engage in any underwater diving activities in the 24 hours prior to take-off. Significant changes in cabin pressure may cause serious health problems, such as paralysis.

6.2 Entertainment

Entertainment activities and/or part of the sports facilities on offer may be limited in low- and mid-season.
All hotels that have confirmed having French- or German-speaking entertainment teams are indicated as such in the catalogue. However, any hotel describing its entertainment as 'international' does not guarantee the presence of French- or German-speaking teams. Similarly, we are unable to specify in which languages entertainment activities are provided in hotels labelled with the term 'entertainment' alone.

6.3 Pets

Transport of pets by airplane is subject to various legislations which can differ considerably from one country to another. Customers travelling with pets must make sure to 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.
The owner of a pet who is not duly vaccinated shall cover all resulting costs.
As the number of animals that we can transport in the cabin is restricted, any pets travelling with the customer must be mentioned at the time of booking.
Customers travelling with a pet are strongly advised to check-in early.
Luxairtours reserves the right to refuse to transport pets for safety or legal reasons.
Airport-hotel transfers: some drivers reserve the right not to transport pets, even in a dedicated carrier. If necessary, additional transfer costs (e.g. in a taxi or rental car) must be covered by the customer. Transfers not provided for this reason shall not entitle the customer to a refund.
Prior arrangement is necessary to allow pets in hotels. Such an agreement is usually limited to the presence of pets in the room or apartment rented and excludes the common areas of the corresponding establishment.
All requests for admitting and booking pets must be made through the customer's travel agency or our Luxairtours Customer Service Centre at least 72 hours before departure. For more information, please refer to the "Travelling with pets" section on our website.

6.4 Oversized 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 www.luxairtours.lu website). The booking must be made for the customer's return flights.
This service can be booked on our website or via the customer's travel agency at least 72 hours before departure.
Please note that booking cancellation does not entitle the customer to any refund and may not be covered by Insurance.
Regarding 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 72 hours before departure on www.luxairtours.lu or via 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 fee, whose amount is available on request from the Customer Service Centre or the customer's 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.
Customers travelling with a bike must mention it at the time of booking for their outbound and return flights. They are also strongly advised to enquire about transport and packaging requirements (special protection required), as well as to check in earlier to register their bike.

6.5 Luggage porters

Most hotels no longer have luggage porters, regardless of their category.

6.6 Sun loungers and parasols

There may not always be enough sun loungers with a parasol available for every customer at the pool and/or the beach. In most destinations, beaches are public and sun loungers/parasols usually cost extra. When a hotel has its own private beach or has free use of sun loungers/parasols, this is specifically mentioned in the description of the hotel in question.

6.7 Currency exchange

Exchange rates for the destination are available from banks. Our local guide can provide information about opening times. Most hotels allow for exchanging money at their reception.
The usual credit cards are generally accepted in tourist centres. The Luxairtours guide only accepts credit cards as a payment method, regardless of destination.
Please note that for destinations outside the Schengen area, charges may be applied by the customer's bank and are at the customer's expense.
Please note that in some countries, only a certain percentage of the local currency can be exchanged before departure.
In Egypt, for example, when excursions are paid for on the spot using a credit card, the invoice is in US dollars, which may result in significant differences depending on the current exchange rate.

6.8 Changes in the flight schedule

In international air traffic, changes or delays in flight schedules cannot always be avoided, especially during high season. Customers are therefore advised to not make any other commitment for the departure and return days.

6.9 Construction, renovation and repairs

On holiday, construction sites, renovations and other repairs may sometimes cause some noise disturbance. These incidents are unfortunately beyond our control. Work may therefore begin or start again from one day to the next. When such information has been sent to us in time, we of course inform customers of such construction sites before their departure. Otherwise, our local guide will do their best in order to reduce this disturbance as much as possible.

6.10 Local culture

As far as photographs and videos are concerned, customers are advised to observe the usual rules regarding other peoples' private lives or current legislation (regarding image rights or relating to authorisations required for filming or photographing). Taking photos is often prohibited in museums and churches. It is also not permitted to take pictures within military facilities.
The information above is only provided as an indication and does not release the customer from their potential liability, which may result from the non-respect of current legislation or engage the liability of the organiser.

6.11 Beginning and end of holiday seasons

Due to low occupancy rates at the beginning and end of holiday seasons, services offered within and around the hotel, as well as the excursion, entertainment and sports programmes may be limited. On the other hand, customers are able to enjoy more peace and quiet, as well as more room and a more personalised level of 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 the customer an alternative that is at least equivalent.

6.12 Customer's responsibility

The organiser shall not be held accountable for neglecting or ignoring any visual, written or oral warnings from locals at the destination. It is up to each and every one to be cautious and abide by the local indications and regulations.
For instance, tap water is not safe to drink in most southern countries. That said, the organiser shall not be held accountable if the customer ignores this warning.

6.13 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.
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 directly head to security checks.

6.14 Environment

Protecting and preserving the environment is an essential part of everyday life. Local authorities at holiday destinations have specific policies regarding this. We therefore kindly ask customers to monitor their water and energy consumption. Please also make sure to comply with any local legislation that may exist on that matter at the destination.

6.15 Local guide or representative

The address, telephone number, etc. of the guide responsible for the assistance service can be found in the Luxairtours welcome envelope handed to the customer on arrival at the airport. This information is also available in the Luxairtours catalogue or on the notice board provided in the hotel, or on the app, depending on the destination and hotel.

6.16 Bank holidays

Depending on the customer's holiday destination, public and religious holidays, as well as various events, may lead to the closure of monuments, museums and shops, changes to excursions and/or public transport timetables for which we are not responsible and for which we do not assume any liability. It is the customer's responsibility to find out such information in advance. On these dates, public life may move at a slower pace. Should the hotel service be affected, customers are kindly asked to be understanding.

6.17 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.

6.18 Illness

Customers needing a doctor must contact the hotel reception and/or the Luxairtours guide. For each consultation or medical prescription, customers are strongly advised to request a receipted invoice, which must then be sent on their return to their corresponding health insurance office and/or to any other insurance organisation covering part of their costs. Please also note that the level of quality and services of medical and hospital infrastructures may differ depending on the destination country. Customers are strongly advised to seek information on the matter prior to the conclusion of the contract, regarding the medical and hospital services and infrastructures available on site.

6.19 Jellyfish, algae and 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.

6.20 Mini-clubs and LUXI Clubs

6.20.1 Concept

The mini-club team welcomes children aged 4 to 7 all summer long. From mid-June to mid-September, there is also a dedicated entertainment team for children aged 8 to 12 who wish to join in the maxi-club. And, from early July to the end of August, teenagers from 13 to 16 years old can take part in age-appropriate activities provided by a member of the hotel's entertainment team.

6.20.2 Schedules

Opening times: LUXI Club runs 6 days a week from 10 am to 12:30pm and from 3pm to 5:30pm (these may vary slightly from hotel to hotel).
Special days: these are organised on a weekly basis and run non-stop from 10am to 3pm. Each year there is a different theme, which serves as inspiration for the Special Days.
Junior entertainment: the schedule and frequency of activities are decided by each hotel.
Meeting point: LUXI Club hotels always have a meeting point for activity leaders and children before the start of the activities.

6.20.3 Supervision

LUXI Club entertainers are recruited by Luxairtours and have proper, relevant professional training and experience to look after and supervise children, who are looked after in their native language (German, French, and from mid-June to mid-September also in Luxembourgish). For safety reasons, a minimum number of entertainers has been arranged according to the number of children to supervise. Likewise, LUXI Clubs are limited to a maximum number of children according to the space available in each hotel. Access to LUXI Clubs is subject to the imperative respect of the rules listed below, and may therefore be denied on the spot for any of those reasons.

6.20.4 Entertainment

The entertainment programme includes a variety of activities, such as sports, creative activities, shows and mini-discos. These are adapted to every age group and take place exclusively within the hotel's grounds.

6.20.5 Required formalities

- Registration to the LUXI Club is done on site by completing a form with all required information, with a focus on the child's health (see section 20.6 below). This also includes the acceptance of the LUXI Club rules attached to the registration form. The child's parents or legal representative may object to their participation in one of the planned activities. In this case, entry to the LUXI Club for the whole day or for the whole stay may be refused.
- Children coming along to the LUXI Club must be accompanied by a parent or legal representative, who must provide their signature in a special register next to the child's arrival time. No child coming on their own will be accepted. Within the LUXI Club, the child must wear a personal identification bracelet, containing information such as whether the child can swim or not. Every time the child leaves the club, the parent or legal representative must agree to this by signing next to the departure time.

6.20.6 Child health

- Only children considered able to cope as part of a group and who are not suffering from any established, infectious or contagious illness or fever will be accepted in the LUXI Club. In the event of an established, infectious or contagious illness or fever, access to the LUXI Club may be refused.
- Children requiring special medical supervision or the exclusive assistance of a third party will not be accepted.
- Any contraindication to the practice of a sport or activity, any allergy (food or other) or any particularity regarding the child's health must be reported at all costs. The existence of such a contraindication or allergy, where applicable, may justify a denial of access to the LUXI Club for one or several days.
- The parents or the legal representative of the child accept that any medical care in the event of an accident or emergency can be organised directly by the entertainers of the LUXI Club.
- Any medical visit or consultation required will be at the expense of the parents or legal representative.
- The parents or legal representative must be able to produce the complete health record of the child, where applicable.

6.20.7 Recommendations

Customers travelling with their children are advised to bring the following items for their well-being: sun protection (sun cream, sunglasses, hat), appropriate clothing (swimsuit, trainers), mosquito repellent, comforter, nappies, full health record and inflatable swimming aids (for non-swimmers).

6.21 Valuables

We strongly recommend guests to leave any valuable belongings in their hotel safe, as the organiser cannot be held accountable for their theft and/or damage to them.

6.22 Water park

Hotels featuring 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.

6.23 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 rate on luxairtours.lu or by contacting the travel agency.
Regarding customers who have chosen optional parking, Luxairtours cannot be held accountable for the theft or any potential damage caused to their vehicle during the parking period.
Costs caused by parking in a car park other than the one subscribed to optionally cannot be refunded.

6.24 People requiring assistance

The transport of people with reduced mobility requires specific assistance for each case. For organisational reasons and to guarantee the best possible service quality, it is essential that each request for assistance be mentioned at the time of booking the flight and at least 72 hours before the day of departure of the outbound flight and also for the return flight. 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.
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.
Customers whose assistance is necessary for their transportation are kindly asked to present themselves at check-in as early as possible.
For more information, please refer to the 'Passenger assistance' section on our website.

6.25 Seat reservation

Seat reservation for package tours:
Customers can book their 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 for customers who would like to book another seat category which is for free in their booked package, they can book it by paying this category.
The reservation can be done in their travel agency or on our website.
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 pack-ages (conditions to be checked with the customer's insurance).

6.26 Special meals on board

Customers have the option 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 www.luxairtours.lu or via their travel agent.

6.27 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.

6.28 Miscellaneous taxes

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

6.29 Telephone

Regarding connection to mobile networks at the destination, customers will be informed regarding roaming partners and applicable fees when using their mobile phone at the destination.

6.30 Required outfit

Customers are kindly asked to wear clothing that is appropriate to the cachet of their 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 and shirts for men).

6.31 Vaccination

In theory, no vaccinations are required for the destinations served by Luxairtours. It is, however, the customer's responsibility to ask their general practitioner prior to departure whether specific vaccinations or other potential precautions are required. It is nevertheless recommended to be vaccinated against Hepatitis A for countries in Africa.
This guiding principle is however subject to verification by a doctor and the organiser does not take responsibility for it.

6.32 Nightlife and rest

In hotels close to lively locations, auditory disturbances are to be expected at night. In some places, 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 booking, customers are strongly advised to find out about the exact location of the chosen hotel.

6.33 Wellness

The use of wellness, Spa and thalas¬sotherapy centres, as well as the use of fitness rooms are subject to certain conditions. Access is often denied to guests under 16 years of age. 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 a customer's illness or indisposition. The wellness and thalassotherapy packages published in our catalogue must be paid directly on site. In most cases, appointments must be made on site and directly at the centre. As these appointments are subject to the centre's availability, customers are kindly asked for their understanding in case the requested schedules are not available.
Wellness services and facilities may have a limited access and are also subject to availability in high season.

6.34 Wi-Fi

'Wi-Fi' means that there is a wireless internet connection available (in a specific area or everywhere) in the hotel. This connection may have limited coverage and depends, of course, on the size of the hotel complex. Temporary technical problems can occur on site or the Internet network may slow down due to an overload of users at a given time.

7. Trip

7.1 Programme

The running of a tour may be subject to changes 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 held accountable on this matter, and such changes do not entitle the customer to a compensation or refund.

7.2 Local guide / representative

For tours departing from Luxairtours Vakanz destinations, customers will find the address, telephone number etc. of the guide responsible for the assistance service in the Luxairtours welcome envelope handed to them on arrival at the airport.

7.3 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). Customers are advised to book for their extra stay before departure. Extensions may only be arranged through our local guide/representative. All charges related to an extension must be paid on site by the customer.
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.

Customers lose the right to a transfer when combining their package holiday with a free and individually organised stay. 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 charged at the customer's expense.

8. Rental Cars

In general, the rental price (without flight) includes unlimited mileage, mandatory insurance, and taxes. Unless otherwise indicated, additional insurance (e.g. comprehensive insurance, liability coverage), related taxes, and fuel must be paid locally. Any additional services offered by the car rental agency (e.g. waiver of the deductible) must also be settled on site.
It is standard practice for car rental agencies to request a deposit (credit card imprint or cash) covering the full tank of fuel or a deductible in case of an accident, which is refundable upon return of the vehicle. The minimum driver age must be respected at the time of booking (the age requirement varies by country). The rental price is calculated in 24-hour periods starting from the time the vehicle is picked up. The car must therefore be returned to the airport no later than the same time it was collected. In the event of a late return, the rental company is entitled to charge an additional 24-hour rental period.
Upon prior request to Luxairtours and subject to an extra charge, the rental period may be extended by one day. In this case, the package holiday price will be adjusted accordingly. Pick-up and drop-off usually take place at the airport of arrival. Delivery of the vehicle to the hotel may incur additional fees.
Please inspect the general condition of the vehicle upon collection. Do not forget to report any visible damage to the rental company and check the tires, as well as the presence of the spare wheel and jack. It is your responsibility to return the vehicle in the same condition in which it was rented.

9. Entry requirements for package tours

For all countries outside the European Union, a passport valid for more than 6 months after returning is required. For more details on entry formalities, please visit our regularly updated web page https://www.luxairtours.lu/en/information/entry-formalities/