

# Value you can count on



## PRICE MATCH PROMISE

BEST PRICE GUARANTEE  
ON ALL FERRY BOOKINGS

## GREAT DEALS ON INSURANCE

VISIT OUR WEBSITE FOR DETAILS

## INCLUSIVE HOLIDAYS

JUST LEAVE IT ALL TO US

How to do it



**Take advantage of our full range of superb savings, negotiated specially for you. Whether you opt for an inclusive package or simply pick and mix from our collection, we promise you won't find better prices for our ferry crossings or our services.**

It's a fact: you can research other options all you like, but you won't find a similar quality holiday cheaper anywhere else. At the Club, we make it our priority to save you money, whether that's by securing the lowest prices for you or adding value to the offer. Our inclusive deals are unbeatable – guaranteed – plus you won't have the hassle of sorting all the travel arrangements yourself. But if you do prefer to go your own way, then just pick the elements that suit you.

### The DIY approach

Design your own holiday by selecting any of the sites or rallies, with full descriptions and prices on pages 14-41, then request a ferry crossing – making savings all the way. Or, just book a ferry, or select a site, or any combination that suits you. Our maps and guides are featured on page 107 and 110. Value for money is always our watchword, however much of our service you use.

### Ferry price match guarantee

We are confident that our member deals are the best available for members travelling with caravans, trailers or motorhomes. In the unlikely event they aren't, just call our Travel Specialists and whatever price you've found, we'll promise to match it! An outline of Winter Sun crossings is given on pages 94-95. For more information and bookings go to:

**[www.campingandcaravanningclub.co.uk/travelabroad/ferries](http://www.campingandcaravanningclub.co.uk/travelabroad/ferries)**

## Winter Sun Inclusive Holidays

### What's included

Inclusive packages include ferry crossings with P&O Ferries and Brittany Ferries

A minimum seven nights site accommodation

You will also receive:

- Camping Card International
- Carefree European Driver's Handbook

### What's not included

Motoring and personal travel insurance – see pages 96-101 for details of insurance cover available through Europ Assistance

**You must have personal travel insurance to book campsites or accommodation**

Electricity – unless described as included, in pitch price panels

Cabins or reserved seats on ferry crossings

Maps and campsite guides – see pages 107 and 110 for details of the Club's AA Caravan & Camping Europe guide, the Camping Morocco guide and Michelin maps and atlases

### Inclusive Holiday ferry and cross-channel options

#### P&O Ferries

Dover - Calais

Hull - Rotterdam/Zeebrugge

#### Brittany Ferries

Portsmouth - Caen/St. Malo

Poole - Cherbourg

Plymouth/Cork - Roscoff

Plymouth/Portsmouth - Santander

Portsmouth - Bilbao

#### Eurotunnel

For Eurotunnel and other crossings available for non-inclusive holiday bookings please see page 95

# How to book



## Before you book – what you need to consider

Please read Carefree's Guide to Winter Sun Camping on pages 62-83 first, which answer most frequently asked questions. We also have more information on file than we can ever fit into a brochure, so please do call us if you need any help at all.

In particular, if any site facility or service is essential to the success of your holiday, then please do contact us first to check on it.

### Sites and rallies

See pages 14-41 for destination details, and do read the notes on page 90 about booking early.

Do you want to stay on a site as part of a rally, or not? Remember that rallies offer the best rates and you can join in with as much or as little as you like of the activities.

If you have a large unit, are the pitches large enough?

Will the pitch fit any extra equipment you have?

If you have any pets, are there any restrictions?

### Ferry route

See pages 94-95 for crossings information.

A ferry direct to northern Spain, or a channel crossing?

### En Route sites

See pages 42-51 for stopover information.

Check the distance between sites and how long it will take you to drive. See the mileage chart on pages 106-107.

Some sites we call En Route Plus, as we feel they are worth more than a one-night stop. You will be passing through areas of great historic, natural or cultural interest on your way to your destination.

## Your best booking options – Inclusive or DIY?

Now you've chosen where and how to go, we can get you the best deal, plus Holiday Cover, maps and guides.

A general £15 booking fee applies if booking campsites without a ferry crossing. The fee is waived if you book a ferry crossing together with any campsite booking.

## Terms & conditions of booking

Terms and conditions may seem boring, but they are there to protect both the Club's members and the Club, and to help avoid any problems, so please be aware of what our agreement with each other entails. You may wish to read the various sections on changes to bookings in particular, but all the terms and conditions are important.

## When you book – checklist of what you need

Club membership number.

Vehicle details (make, model, dimensions, registration).

Accurate unit dimensions – both shipping length (including towbar) and dimensions when pitched.

Method of payment (e.g. credit or debit card).





## You can now book online – it's easy to find the campsite of your choice

We have so much more information available on each campsite, to help you choose the perfect site for you.

- ✦ View pictures of your campsite, read all about it, and if you're happy, book it straight away. Sites are usually bookable on line **up to two weeks ahead of arrival date**, so if a site isn't available for booking online please call us instead.
- ✦ Be sure to enter your vehicle and unit details accurately and remember to consider any campsite restrictions (e.g. maximum length of unit including towbar, minimum length of stay and so on).
- ✦ See your campsite pinpointed on a regional map with details shown below.
- ✦ View a list of campsites within the destination of your choice.
- ✦ Choose an arrival date and number of nights to bring up a selection of sites with availability.

- ✦ You can search by features that are important to you such as dog-friendly, swimming pool, places nearby a beach, fishing and much more.
- ✦ You can compare up to four campsites alongside each other, showing images, prices, facilities and the option to book straight away.
- ✦ Every time you add an item, it's added to the booking, so you can see the progress of your booking and have the option to check out at any time.
- ✦ Ferry companies vary the times when they set up their timetables. In June some ferry bookings are not yet available online, but may be through our European Travel Specialists. We hope most routes to be online by the end of August.
- ✦ If you're not a Club member, you can join during checkout, to benefit from member prices on that booking.

## Payment

Mastercard, Visa and Maestro cards are accepted. Sorry, but we can't accept Electron or American Express.

Cheques should be made payable to "The Camping and Caravanning Club". Cheques are not accepted for non-refundable payments, which are required by some transport carriers and some other products. Please allow seven clear banking days for cheques to clear.

Please see the note on pages 10-13 about Tourist Tax.

## Booking by phone

If you can't book online, or prefer not to, or simply want some more information before making your choice, please see the following section on contacting our friendly and knowledgeable team of European Travel Specialists.

## 2012/13 Winter Sun Calendar

## ■ UK Bank Holidays

September 2012	October 2012	November 2012	December 2012	January 2013
S M T W T F S	S M T W T F S	S M T W T F S	S M T W T F S	S M T W T F S
1	1 2 3 4 5 6	1 2 3	1	1 2 3 4 5
2 3 4 5 6 7 8	7 8 9 10 11 12 13	4 5 6 7 8 9 10	2 3 4 5 6 7 8	6 7 8 9 10 11 12
9 10 11 12 13 14 15	14 15 16 17 18 19 20	11 12 13 14 15 16 17	9 10 11 12 13 14 15	13 14 15 16 17 18 19
16 17 18 19 20 21 22	21 22 23 24 25 26 27	18 19 20 21 22 23 24	16 17 18 19 20 21 22	20 21 22 23 24 25 26
23 24 25 26 27 28 29	28 29 30 31	25 26 27 28 29 30	23 24 25 26 27 28 29	27 28 29 30 31
30			30 31	
February 2013	March 2013	April 2013	May 2013	June 2013
S M T W T F S	S M T W T F S	S M T W T F S	S M T W T F S	S M T W T F S
1 2	1 2	1 2 3 4 5 6	1 2 3 4	1
3 4 5 6 7 8 9	3 4 5 6 7 8 9	7 8 9 10 11 12 13	5 6 7 8 9 10 11	2 3 4 5 6 7 8
10 11 12 13 14 15 16	10 11 12 13 14 15 16	14 15 16 17 18 19 20	12 13 14 15 16 17 18	9 10 11 12 13 14 15
17 18 19 20 21 22 23	17 18 19 20 21 22 23	21 22 23 24 25 26 27	19 20 21 22 23 24 25	16 17 18 19 20 21 22
24 25 26 27 28	24 25 26 27 28 29 30	28 29 30	26 27 28 29 30 31	23 24 25 26 27 28 29
	31			30

# Meet the team

**Introducing our team of Travel Specialists waiting to help you organise your winter camping adventure abroad.**

From experts in European travel, products and operations, to our team leaders and managers who represent some of the most experienced professionals in the business, we all have one thing in common, a passion for camping and a sincere desire to make your holiday the best it can possibly be. That's because, like you, we're members too!



**Richard**  
Director



**Gill**  
Director's PA



**Donna**  
Manager



**Nigel**  
Manager



**Natalie**  
Manager



**Karen**  
Team Manager



**Tracy**  
Team Manager



**Emma**  
Assistant Team Manager



**Debbie**  
Assistant Team Manager



**Vicki**  
Assistant Team Manager



**Simon**  
Site Products



**Andy**  
Site Products



**Laura**  
Site Products



**Cath**  
Site Products



**Rachel**  
Holiday Operations



**Sandrine**  
Holiday Operations



**Mounia**  
Holiday Operations



**Nicki**  
European Travel Specialist



**Barbara**  
European Travel Specialist



**Carol**  
European Travel Specialist



**Ruba**  
European Travel Specialist



**Alan**  
European Travel Specialist



**Dawn**  
European Travel  
Specialist



**Rachel**  
European Travel  
Specialist



**Janette**  
European Travel  
Specialist



**Jayne**  
European Travel  
Specialist



**Justin**  
European Travel  
Specialist



**Marilyn**  
European Travel  
Specialist



**Mary**  
European Travel  
Specialist



**Carol**  
European Travel  
Specialist



**Sheila**  
European Travel  
Specialist



**Tina**  
European Travel  
Specialist



**Tracey**  
European Travel  
Specialist



**Trish**  
European Travel  
Specialist



**Emma**  
Holiday Operations



**Janet**  
Holiday Operations



**Liz**  
Holiday Operations



**Kerry**  
Finance

## Help us to help you

The Club's Carefree Travel Service has its own dedicated phone lines, including one at local-call rate from anywhere in the UK. We are very busy, especially in January and July and on most Mondays. Your call is very important and we always answer as soon as we can, but when this takes longer please bear with us in the queueing system.

## Office opening hours

### 2012

Up to Fri 21-Dec

Mon 24-Dec to Wed 26-Dec

Thu 27-Dec to Fri 28-Dec

Mon 31-Dec

**0900 - 1730 Monday - Friday\***

**CLOSED**

**0900 - 1730**

**0900 - 1730**

### 2013

Tue 1-Jan

Wed 2-Jan to Fri 1-Feb

5, 12, 19 and 26-Jan

Mon 4-Feb to Fri 20-Dec

**CLOSED**

**0900 - 1900 Monday - Friday**

**0900 - 1300 Saturday**

**0900 - 1730 Monday - Friday\***

On **Wednesdays** we are closed for staff training as follows:

January

**1345 - 1415**

Other months

**1300 - 1330**

**Please remember our phones are busiest on Mondays**

\*closed on bank holidays

**0845 130 7701**  
**024 7642 2024**



## Winter Sun sites and rallies – do book early

On all Winter Sun rallies and Winter Sun campsites we strongly recommend you book the maximum and exact length of stay you require before you travel. Many sites are so popular that members who arrive early or who want to extend their stay later may end up disappointed. Some sites are so much in demand that we have to return any unbooked space to the campsite before the end of the season, especially for the main holiday and festival periods. If you leave booking until later we will have to contact the site to request space and a pitch may well not be available.

## Making or extending a rally or site booking while abroad

**We must again emphasise that extending while on site is an unreliable way to secure the stay you want. Forward planning and early booking are the best way to avoid both disappointment and extra costs – please do book your full intended dates in advance and early.**

All bookings and amendments are subject to availability, and the procedures below may be subject to change.

Please take careful note of the cancellation conditions in section 11 of your booking terms and conditions. These are on pages 102-105, and on your booking confirmation.

These apply both to entire stays and to any nights cancelled as part of a stay. 100% cancellation fees apply from seven days before departure from home.

If we need to contact the site and / or Rally Stewards to check availability, an answer may not be immediate.

Any new stays or amendments not made through Carefree, for whatever reason, may not benefit from any special fees available for advance bookings and may be at public tariffs.

**Administration fees** To help make sure we offer all members good value for money, we need to apply a booking fee, up to a maximum of £20, under certain conditions. We have invested a great deal in automating our bookings administration as much as possible, in order to keep costs to members down, so manual procedures to make amendments, particularly within less than a week, do take up time and incur extra costs. The fees relating to site bookings (other fees may apply to ferry bookings or other services) are: £10 for an amendment to a site booking; £15 for a site-only or rally-only booking; £20 for a late site booking (within seven days of arrival on site); but you will never be charged more than one of these fees (the highest one applicable to your booking).



If extending a rally booking through the Rally Stewards on site these fees will not apply, but we will not send you an updated site voucher.

In the text below, "one full working day" means, for example, that if your intended arrival on site is Thursday, then you need to contact us on Tuesday at the latest.

## Making a new site (not rally) booking

Carefree cannot make site bookings less than one full working day ahead of arrival (please see our opening hours on page 89).

If NOT already on the site, contact Carefree in one of the following ways:

- phone us on the priority Members Abroad phone number given in your travel pack, giving your contact details abroad
- book through the website, subject to any minimum period required between booking and arrival (website bookings must usually be made a minimum of 14 days in advance of arrival).





## Making a new rally booking – BEFORE the start of the rally

Carefree cannot make site bookings less than one full working day ahead of arrival (please see our opening hours on page 89).

If NOT already on the site, contact Carefree in one of the following ways:

- phone us on the priority Members Abroad phone number given in your travel pack, giving your contact details abroad
- book through the website, subject to any minimum period required between booking and arrival (website bookings must usually be made a minimum of 14 days in advance of arrival).

Please see the note on administration fees on page 90. Your new site voucher will be emailed or faxed to you on site.

If you ARE already on the site, make or change a booking direct with site reception. You may not be entitled to any special fees available for advance bookings.

Payment in full will be due at the time of booking.

## Making a new rally booking – AFTER the start of the rally

If NOT already on site, please call Carefree not less than one full working day ahead of your intended arrival. Please see the note on administration fees on page 90.

If you ARE already on site, ask the Rally Stewards for availability and to contact Carefree on your behalf.

Payment in full will be due at the time of booking. If your stay starts outside Carefree office hours (see page 89), make your booking direct with the Rally Stewards, who will arrange with you to contact Carefree as soon as the office re-opens to make your payment.

No administration fee will be charged and no site voucher will be issued, if booking or amending rally stays through the rally stewards.

## Amending a rally booking – BEFORE the start of the rally

If, after departure from your home, you extend the duration of your stay and this takes the nightly rate into a lower price band than the original booking, then no refund will be due.

Extensions on the La Manga rally can be made only at reception and will be at the public tariff.

If you leave your decision to extend to near the time you are due to leave a site or rally, it may be difficult to arrange an extension.



Carefree cannot amend rally bookings less than one full working day ahead of arrival (please see our opening hours on page 89).

Amending your booking might mean moving pitches (your pitch may already have been allocated to another advance booking for dates outside your originally booked stay).

If NOT already on the site, contact Carefree in one of the following ways:

- phone us on the priority Members Abroad phone number given in your travel pack, giving your contact details abroad
- book through the website, subject to any minimum period required between booking and arrival (website bookings must usually be made a minimum of 14 days in advance of arrival).

Please see the note on administration fees on page 90. Your new rally voucher will be emailed or faxed to you on site.

If you ARE already on the site, make or change a booking direct with site reception. You may not be entitled to any special fees available for advance bookings.

Payment in full will be due at the time of booking.



### Amending a rally booking – AFTER the start of the rally

If, after departure from your home, you extend the duration of your stay and this takes the nightly rate into a lower price band than the original booking, then no refund will be due.

Extensions on the La Manga rally can be made only at reception and will be at the public tariff.

If you leave your decision to extend to near the time you are due to leave a site or rally, it may be difficult to arrange an extension.

Amending your booking might mean moving pitches (your pitch may already have been allocated to another advance booking for dates outside your originally booked stay).

If you ARE already on site, ask your Rally Stewards about availability of an extension to your stay, and to contact Carefree on your behalf.

If you are NOT yet on site, please call Carefree not less than one full working day ahead of your intended arrival (please see our opening hours on page 89).

Payment in full will be due at the time of booking. If your stay starts outside Carefree office hours (see page 89), make your booking direct with the Rally Stewards, who will arrange with you to contact Carefree as soon as the office re-opens to make your payment.

No administration fee will be charged and no site voucher will be issued, if booking or amending rally stays through the Rally Stewards.

## On site – any problems or difficulties

**We hope that, like the vast majority of members, you have a very happy and trouble-free stay. If you have any problem on site that cannot be resolved with the help of the Rally Stewards or the site staff, please contact Carefree Travel Service during the office hours shown on page 89. Please remember that it is a condition of booking (see pages 102-105) that we are given the opportunity to resolve any complaints while you are still on site.**

# Great deals on ferries, maps and guides

If you want to go it alone, then we have the best ferry-only deals to put with your campsite and insurance bookings. If you only want to book a ferry crossing then that is fine. Just tell us what you want and we're sure we will be able to help.

Book your ferry or Eurotunnel crossing with the Club and get the benefit of our fantastic discounts and special member rates on many of the services to the continent and Ireland. And should you find a better independent price than ours, then let us know! We are determined to get the best possible value for all our members.

Our knowledgeable and very experienced staff can advise on the best sea route for your holiday, together with all the up-to-date offers available, many of which are exclusive to Club members and are constantly updated.

All our money-saving ferry offers are available to book online, with all the supporting information on ferry operators, crossing times and frequency schedules at your finger tips. Just go to:

**[www.campingandcaravanningclub.co.uk/travelabroad/ferries](http://www.campingandcaravanningclub.co.uk/travelabroad/ferries)**

Or if you prefer, call us on: 0845 130 7701 or 0247 642 2024

**BOOK ONLINE  
FOR THE VERY  
LATEST OFFERS**

or phone us on  
**0845 130 7701**



## Brittany Ferries

Portsmouth - Caen/St. Malo/Cherbourg  
Poole - Cherbourg  
Plymouth/Cork - Roscoff  
Plymouth/Portsmouth - Santander  
Portsmouth - Bilbao

## Condor Ferries

Poole/Portsmouth - Jersey/Guernsey

## DFDS Seaways

Newcastle - Amsterdam  
Harwich - Esbjerg

## Eurotunnel

Folkestone - Calais

## Irish Ferries

Holyhead - Dublin Port  
Pembroke - Rosslare  
Rosslare - Cherbourg  
Rosslare - Roscoff

## Northlink Ferries

Aberdeen - Lerwick/Kirkwall  
Scrabster - Stromness

## LD Lines

Portsmouth - Le Havre  
Newhaven - Dieppe  
Saint-Nazaire - Gijon

## P&O Ferries

Hull - Rotterdam/Zeebrugge  
Dover - Calais

## P&O Irish Sea

Cairnryan/Troon - Larne  
Liverpool - Dublin

## Stena Line

Harwich - Hoek van Holland  
Holyhead - Dun Laoghaire/Dublin Port  
Fishguard - Rosslare  
Cairnryan - Belfast    Liverpool - Belfast



FREE with  
Inclusive  
Holidays

### Find your way without a hitch

Carefree can do more than just arrange your travel for you. Here are some highly recommended publications to help your holiday go smoothly. As well as a great selection of maps and travel guides with discounts for members available directly from Michelin, there are also camping and driving guides produced in partnership with the Club.

See pages 107 and 110 for more details.

Buy online or call us on **0845 130 7701**

# Don't get stuck with cheap insurance

Special medical, motoring and travel insurance with Europ Assistance – great cover and peace of mind from only £12.00\* per person.

Travelling without adequate insurance can be a nightmare – and it's only when things go wrong that we rely on the quality of our cover and not the cost.

While a European Health Insurance Card will give you some protection, it cannot provide you with all of the cover you need, such as having to pay for the expense of additional accommodation, extra travel costs or emergency repatriation!

Working with our insurers, with over 40 years of experience in personal travel and emergency medical insurance, we help provide all the personal protection and practical help when you need it most.

- 1 Great cover** – medical, motoring, travel and legal insurance packages individually tailored to suit your needs.
- 2 Real value** – our insurers will normally pay all insured expenses direct to the supplier, so there's no need to worry about paying and reclaiming emergency costs.
- 3 Peace of mind** – the 24-hour emergency line is all it takes to put a team of multi-lingual co-ordinators, doctors, nurses, legal advisors and travel consultants into action.

*\*Based on single adult  
Personal (not motoring)  
6 Day Cover to Europe  
in 2012.*

How to do it

## Single Trip Cover

There is a range of single trip policies to cover you for various durations, from one day to 91 consecutive days. If you are taking more than one trip in a 12-month period, or travelling for longer than 91 consecutive days, please also see Multi-trip and Long Stay cover.

## Family Cover

All children under the age of 12 years are insured free of charge and children between the ages of 13 and 17 inclusive are charged approximately 50% of the adult Personal Travel Insurance premiums when accompanied by adults. Family policies for two adults and up to four children, up to 17 years old, inclusive, are also available.

## Petcare Cover

Is included with all, Single, Multi-trip and Long Stay Personal Travel Insurance policies and provides up to £2,500 of cover for your dog or cat (for unexpected illness or injury). Applies to Europe only.

## Multi-trip Cover

If you can get away several times in a 12-month period, multi-trip cover is available for up to 183 days over a 12-month period. You can take as many trips as you like of up to 91 days duration, so long as you never exceed 183 days in total over the 12 months. Please note that the policyholder must always accompany all other passengers who must be named when booking.

## Long Stay Cover (for Single Trip policy holders only)

Same as other Single Trip Policies, but the maximum number of days you stay abroad during your trip must not exceed 12 months, and again is for one trip only. If travelling to Morocco via Spain then the Spain supplement must be paid also.

## Supercover

Supercover provides for enhanced benefit levels for motoring insurance as shown on pages 100-101.

Supercover is available for cars and motorhomes under ten years old at the date of departure of your trip. Supercover provides higher limits to the levels of cover, which may be



more appropriate to your party or to your particular stay or trip.

## Eligible vehicles

Any private car, motor cycle exceeding 120cc capacity, motorised caravan, light van, minibus or 4x4 sport utility vehicle, together with any towed caravan or trailer of proprietary make; not exceeding (including any load carried) GVW 4,250kgs, height 3.4m, length 8.0m, width 2.5m; not carrying more than the number of persons recommended by the manufacturer; and with seats provided for all persons, with an overall maximum of eight including the driver. All vehicles, caravans and trailers must carry a spare tyre. All vehicles up to 10 years old are eligible for Supercover, with its higher cover levels. Standard cover is available for vehicles of any age, with supplements applicable to vehicles 10 to 20 years old, and further supplements applicable to vehicles over 20 years old.

## Countries covered

Motoring, Personal, Multi-Trip and Long Stay insurance cover for all European Union countries, their islands and dependencies plus: **Albania** (Personal only), **Croatia**, **Faroe Islands**, **Iceland**, **Macedonia** (Personal only), **Morocco** (Motor cover subject to restrictions – please ask for details), **Norway**, **Switzerland** and **Turkey** (Turkey in Europe plus Üsküdar for motoring).

**Please note:** an additional premium payable for Spain (including the Balearic Islands) and Portugal (including the Azores and Madeira) is included in the price panel on pages 100-101. If travelling to Morocco via

Spain then the Spain supplement must be paid. If travelling to other European destinations, please ask us about discounts to these prices.

## Worldwide Personal Cover

We can also offer a range of different insurances for members travelling outside of Europe, so if you're travelling to faraway destinations then please ask us for details.

## Save money – take motoring and personal insurance together

Overleaf are the prices for motoring if taken on its own and also lower prices for motoring if taken with personal insurance. The savings can be significant.

## Insurance Premium Tax (IPT)

All prices include IPT at the rate of 20% for personal elements and 6% for vehicle elements.

## Right to cancel

Remember, you have the right to cancel any insurance policy within 14 days of the date of issue or receipt of the terms and conditions, whichever is later (with the exception of any Personal insurance policy that is for a trip that will be completed within one month of taking out the insurance). We will refund to you any premium you have paid and will recover from you any payments we have made.

## Insurance policy

Your insurance policy will be sent to you straight away with your holiday booking confirmation invoice, or can be downloaded via the link on your emailed confirmation invoice.



# Personal Benefits per person (unless otherwise stated)

Medical Emergency Service		Covered up to
<b>1</b>	Personal Assistance services	
	Homecall referral for all Insured Persons per Trip	£250 for all insured persons per trip
<b>2</b>	Medical Emergency and Repatriation	
	Emergency medical expenses and repatriation,	£10,000,000
<b>3</b>	Emergency Dental Treatment	£250
<b>4</b>	Additional accommodation and travelling costs	£1,500 per trip
<b>5</b>	Hospitalisation	
	£25 per complete day spent in hospital	
	Less than 24 hours not covered	£250
<b>6</b>	Cancellation or Curtailment	
	Due to necessary and unavoidable inability to travel (or complete travel) as planned	£3,500
<b>7</b>	Travel Delay	
	Less than 8 hours not covered	
	After 8 hours: £25 – £25 per following 24 hours	£100
	OR Cancellation	£3,500
<b>8</b>	Missed Departure	
	Alternative travel expenses on outward and return journey	£350
<b>9</b>	Personal Luggage (including tents and camping equipment)	
	Any one article limit £200; limit per pair or set £200; maximum for valuables in total £200	£2,000
<b>10</b>	Loss of Passport, Money	
	Travel and Accommodation costs to replace lost/stolen Passport	£100
	Money	£500
<b>11</b>	Personal Liability	
	Cover for legal liability resulting from injury to others or damage to their property	£2,000,000 per policy
<b>12</b>	Personal Accident	
	Following death, loss of limb(s) or eye(s), or permanent total disablement	£15,000
<b>13</b>	Legal Protection	
	24-hour telephone Legal Advice, plus legal costs and expenses to pursue damages against negligent parties causing bodily injury, or damage to the home in the UK	£25,000 per policy
<b>14</b>	Petcare cover	£2,500
<b>15</b>	Home Country Medical Transfer	
	Transfer (escorted if necessary) to a suitable hospital near your home if hospitalised more than 50 miles from your home, in your home country	

The above is a summary of the cover limits. Conditions and exclusions apply and are contained in the policy document, which is available prior to purchasing the cover. The Camping and Caravanning Club is an appointed representative of Europ Assistance Holdings Limited which is authorised and regulated by the Financial Services Authority.

How to do it

## Medical insurance - important information

This insurance operates on the following basis:

- 1** To be covered, you must be healthy, fit to travel and able to undertake your planned trip.
- 2** The insurance will NOT cover you when you are travelling against the advice of a Medical Practitioner.
- 3** The insurance will NOT cover you when you are travelling with the

intention of obtaining medical treatment or consultation abroad.

- 4** The insurance will NOT cover symptoms for which you are awaiting investigations / consultations, or awaiting results of investigations; where the underlying medical condition has yet to be diagnosed.

Also no claim arising directly or indirectly from a Pre-existing Medical

Condition affecting any person travelling under this insurance will be covered unless:

- You have declared ALL Pre-existing Medical Conditions to us; and
- You have declared any changes in your health or prescribed medication; and
- We have accepted the condition(s) in writing.

	EXCESS	EUROPE	WORLDWIDE	MULTI-TRIP & LONG STAY	
				Package	Personal
	Nil	✓	✓	✓	✓
	£35	✓	✓	✓	✓
	£35	✓	✓	✓	✓
	Nil	✓	✓	✓	✓
	Nil	✓	✓	✓	✓
	£35	✓	✓	✓	✓
	n/a	n/a	n/a	n/a	n/a
	Nil	✓	✓	✓	✓
	£35	✓	✓	✓	✓
	Nil	✓	✓	✓	✓
	£35	✓	✓	✓	✓
	£35	✓	✓	✓	✓
	£35	✓	✓	✓	✓
	£35	✓	✓	✓	✓
	Nil	✓	✓	✓	✓
	Nil	✓	✓	✓	✓
	Nil	✓	✓	✓	✓
	Nil	✓	✓	✓	✓

# Escape big time!

If you really want a big adventure, then look no further than our Worldwide Motorhome Touring Holidays.



For a brochure go online  
or call us on:  
**0845 601 0905**  
**024 7647 5340**

Each Insured Person who has a Pre-existing Medical Condition must make a Medical Health Declaration before each Period of Insurance and, if there are any changes in health or prescribed medication, prior to commencement of the Period of Insurance or departing on any Trip.

Failure to declare ALL Pre-existing Medical Conditions that are relevant to the insurance may invalidate the policy.

Based on our assessment of the medical

information supplied to us, we will decide whether or not we are able to offer cover for the medical condition(s) and whether an additional premium is required.

To declare a pre-existing medical condition or change in your health or prescribed medication, you should contact:

**Medical Screening Helpline**  
**0844 338 5676**

during office hours after purchasing your insurance.

For a downloadable information sheet and full terms and conditions please refer to our website at:

[www.campingandcaravanningclub.co.uk/travelabroad/travel-insurance/](http://www.campingandcaravanningclub.co.uk/travelabroad/travel-insurance/)

or phone us on:

**0845 130 7701**

or

**024 7642 2024**

# 

Cover 7 days prior to departure (when purchased at least ten days before your trip)		Covered up to
1	Replacement vehicle (vehicles with tow bars subject to availability) to continue the journey	£750
	Supercover option	£3,000
Cover whilst abroad		Covered up to
2	Roadside assistance, call-out and emergency labour (up to £100), recovery to nearest repairer	£350
3	Locating and despatch of spare parts. All freight charges	£600
4	Emergency vehicle repairs following break-in	£200
Vehicle out of use		Covered up to
5	Additional accommodation costs whilst awaiting repair (£125 per person)	£750 per party
	Supercover option (£200 per person)	£1,000 per party
	or replacement vehicle whilst your vehicle is being repaired	£750 per party
	Supercover option	£3,000 per party
6	Loss of tent – replacement tent hire	Cost of hire
	OR B&B accommodation (£100 per person)	£500 per party
	Supercover option (£200 per person)	£1,000 per party
7	Vehicle recovery if the only qualified driver is ill or injured	UK market value of vehicle
8	Vehicle recovery to home if unrepaired by time of return (including storage charges) (including storage charges)	UK market value of vehicle
	Return home of vehicle occupants (with hand luggage) when prevented returning with own vehicle	No Limit
	Supercover option – Replacement Hire Car at home following breakdown	£150
9	Customs duties payable if vehicle written off abroad	No Limit
10	Legal protection	
	Motoring defence	£1,000
	Legal expenses	£25,000
	Bail Bond	£1,000
11	Homecall (Supercover only)	£150

## Your insurance options for Spain and Portugal \*

### Prices

Look out for our combined lower price Motoring and Personal cover		MOTORING ONLY IF NOT TAKING PERSONAL COVER		MOTORING IF BOUGHT WITH PERSONAL COVER	
		Standard under 10yrs	Supercover under 10yrs	Standard under 10yrs	Supercover under 10yrs
1-23 days	Please call Carefree on 0845 130 7701 or 024 7642 2024 for details				
24-31 days		£88	£120	£79	£111
2 months		£121	£142	£84	£117
3 months		£146	£177	£99	£133
Multi-Trip					
	max 91 days per trip and 183 in total	£142	£185	£57	£96
Longstay					
6 months	183 days cover (one trip only)	£142	£185	£57	£96
Longstay					
12 months under 65	365 days cover (one trip only)	£259	£353	£222	£318
Longstay					
12 months over 65	365 days cover (one trip only)	£259	£353	£222	£318



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Call us on: **0845 130 7701** or **024 7642 2024** – please quote your membership number

The prices, terms and conditions shown in this section are correct as at 11 May 2012 and (subject to any change in tax) will remain valid for policies bought before 31 October 2012.

\* Also includes Turkey and Malta from 1 November 2012. If travelling to European destinations other than Spain, Portugal, Turkey and Malta, please ask us for discounts to the prices shown here.



# Terms and Conditions



ABTA No.V3987

The aim of Carefree Travel Service (the International Travel division of The Camping and Caravanning Club Ltd) is to provide every member with the holiday and service they expect. We are a member of ABTA (membership number V3987) and obliged to maintain a high standard of service to you by ABTA's Code of Conduct. We can also offer you an arbitration scheme for the resolution of disputes arising out of or in connection with a contract with us. Further information on the code and arbitration can be found at [www.abta.com](http://www.abta.com).

The Package Travel, Package Holidays and Package Tours Regulations 1992 require us to provide security for the monies that you pay for the package holidays booked from this brochure and for your repatriation in the event of our insolvency. We provide this security by way of a bond held by ABTA.

In the unlikely event of our insolvency, ABTA will ensure that you are not stranded abroad and will arrange to refund any money you have paid to us for an advance booking. For further information visit [www.abta.com](http://www.abta.com)

**If you book arrangements other than a package holiday from this brochure, the financial protection referred to above does not apply.**

check that all your holiday and travel details in this confirmation invoice are correct and as advised at the time of booking. You may make any alterations/amendments to your booking within 2 days of receiving your confirmation invoice without incurring any amendment fee charges from us. We must receive the balance on your European holiday, which is shown as outstanding, not less than 10 weeks prior to your departure date. We will not issue a reminder. In the case of late bookings, where the departure date is less than 10 weeks away when we issue the Booking Confirmation, full payment must be made at the time of booking. In the case of bookings made within 7 days of departure, a late booking fee of £20 will be applied. A £15 site only booking fee will be applied if a member is not booking a ferry or personal or vehicle insurance through Carefree. These fees will apply whether booking while in the UK or abroad. If any surcharges become applicable (see condition 5) we will send you a revised invoice, to which the foregoing payment terms will apply. If we have not received the outstanding balance by the due date as specified above you will be deemed to have cancelled the holiday and will be liable to us for cancellation charges as described in condition 11. When paying by cheque please allow 7 clear banking days for the cheque to clear, cheques should be made payable to "The Camping and Caravanning Club". Mastercard, Visa and Maestro cards are accepted (sorry we are unable to accept Electron). Cheques are not accepted for non-refundable payments which are required by some transport carriers and some other products.

## 1 The Camping and Caravanning Club and what we do

We are The Camping and Caravanning Club Limited ("The Club") of Greenfields House, Westwood Way, Coventry CV4 8JH. Our business is to make arrangements with suppliers (ferry operators, campsites, etc) under which they will provide the services which together comprise your holiday. The deposit, which this year is £75 per booking plus Holiday cover premiums and payable at the time of your booking, is our assurance of your serious intent and it is on the basis of this assurance that we make all the booking arrangements on your behalf. A deposit of £100 per week is required for mobile home/chalet holidays. Some companies may charge for the full amount of the ferry/tunnel journey at the time of booking and this may not be refundable. The deposit will not be refunded in the event that you decide to cancel your booking. When you have made a booking, we will send you a booking confirmation invoice detailing all aspects of your booking and at that point a contract between you and us will arise. Please check that all your holiday and travel details in this confirmation invoice are correct and as advised at the time of booking. As soon as your booking confirmation is received it is your responsibility to check the details and call us within 48 hours if there are any errors so that

we can rectify them. You may also make any amendments to your booking within 48 hours of receiving your confirmation invoice without incurring any amendment fee charges from us. Regrettably we cannot accept any responsibility for such errors, omissions or amendments after this time. When you make a booking you guarantee that you have the authority to accept and do accept on behalf of your party the terms of these booking conditions. The Camping and Caravanning Club respects your right to privacy and takes full responsibility for ensuring that proper security measures are in place to protect the information you supply. The Camping and Caravanning Club will not pass information on to any person not responsible for part of your travel arrangements.

## 2 Special requests

We will pass on to the supplier concerned any special requests which you have notified to us and which are detailed in your booking confirmation invoice but we cannot guarantee that your requests will be met and we accept no liability to you in respect thereof.

## 3 Payment terms

The total charge for the goods and services comprising your holiday will be clearly shown in your booking confirmation invoice. Please

## 4 What does your holiday price include?

Your booking confirmation invoice will detail all the goods and services which we will agree to procure or arrange on your behalf. During your holiday you will inevitably incur additional expenditure in respect of other items.

Examples include:

- electricity, water and drainage at the pitch, where available and required (unless stated on the Booking Confirmation that these items are included in the holiday price);
- any other special requests which you have notified to us and which our suppliers are

able to make available (unless stated on the Booking Confirmation invoice that these items are included in the holiday price);

- motorway tolls; food and other provisions; items of personal expenditure;
- Continental motoring insurance and personal travel and emergency medical insurance (save where we have agreed to arrange either or both of these policies on your behalf in which case they will be listed on the Booking Confirmation invoice as included in the holiday price).

## 5 Price changes

Changes in transportation costs, including the cost of fuel; dues, taxes or fees chargeable for services such as landing taxes or embarkation or disembarkation fees at ports; taxes applying to campsite stays (including VAT and tourist tax and any other taxes); and exchange rates mean that the price of your travel arrangements may change after you have booked. However there will be no change within 30 days of your departure.

We will absorb and you will not be charged for any increase equivalent to 2% of the price of your travel arrangements, which excludes insurance premiums and any administration charges. You will be charged for the amount over and above that, plus an administration charge of £1 per person together with an amount to cover agents' commission. If this means paying more than 10% of the price of your travel arrangements, you will have the option of accepting a change to another holiday if we are able to offer one (if this is of equivalent or higher quality you will not have to pay more but if it is of lower quality you will be refunded the difference in price), or cancelling and receiving a full refund of all monies paid, except for any administration charges. We will consider an appropriate refund of insurance premiums paid if you can show that you are unable to transfer or re-use your policy. Should you decide to cancel for this reason, you must exercise your right to do so by written notice to us within 14 days of the issue date printed on your final invoice.

Should the price of your holiday go down due to changes mentioned above, by more than 2% of your holiday cost, then any refund due will be paid to you. However, please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your travel due to contractual and other protection in place.

## 6 Holiday cover

Where you have asked us to arrange continental motoring insurance and/or personal travel and emergency medical insurance on your behalf the cover will be provided by Europ Assistance of Sussex House, Perrymount Road, Haywards Heath, West Sussex RH16 1DN, under the

terms and conditions set out in the Holiday cover section of this brochure. All Holiday cover premiums include the Insurance Premium Tax of 20% for personal elements and 6% for vehicle elements. Your Holiday cover policy will be sent to you together with your booking confirmation invoice at the time of booking. If you have a justifiable reason for being dissatisfied with the cover provided by your policy then you may cancel it within 14 days of the date of booking. We will refund your premium in full provided no claims have been made. You will find general details of the Holiday cover within this brochure. If you are not taking our personal insurance cover, please note that providing us with proof of alternative cover that is comparable with our own insurance policy is a condition of booking a pitch, tour, or other accommodation. If you would like more information you should telephone us on 0845 130 7701, particularly if you feel the Holiday cover may not meet your needs.

## 7 Changes to your booking by customer

You may ask us to change one or more of the details of your holiday booking at any time. If we receive your request at least six weeks prior to your departure date we will attempt to accommodate your request, subject to availability. A minimum administration fee of £10 will be charged for any alteration which requires any of our suppliers to be issued with new instructions. (This does not apply to providing a change of vehicle registration number that you have previously advised us of.) In the event that your transport or site charges change as a result of your alteration, both the appropriate administration fee and the changed transportation costs and site charges will be reflected in your revised confirmation invoice.

If we receive your request less than 6 weeks prior to your departure date we will also try to accommodate your request. In addition to the fee referred to above, where some component of the price of the holiday is dependent upon the number or characteristics of the persons in the party, any change to those numbers or characteristics will result in the price being recharged on the basis of the new party. In the event that we are unable to accommodate your revised requirements, we reserve the right to treat it as a cancellation and a new booking to which cancellation charges described in condition 11 apply.

If, after departure from your home, you extend the duration of your stay on a site and this takes the nightly rate into a lower price band than the original booking, then no refund will be due.

## 8 Transfer of booking by customer

If you or any member of your party are prevented from proceeding with the holiday you may have it transferred to another person

provided:

- i we receive written notification of the transfer, full details of the transferor and transferee and payment of £10 to cover associated administrative costs at least 30 days before your departure date;
- ii the transferee meets any conditions which were applicable to the holiday which you booked (e.g. regarding eligibility for price discounts); and
- iii the new party still includes at least one Club member.

Our acceptance of the transfer means that both you, the transferor and the transferee will be jointly and severally liable to us for payment of any balance of the holiday price then outstanding and also for any supplement which our suppliers might impose as a result of the transfer.

## 9 Changes to the booking by the Club

We will notify you as soon as reasonably possible in the unlikely event that we have to make major changes to your holiday after the balance due date. A major change is one that involves changing your port of departure/ arrival on either outward or return crossings, changing the time of your departure or return by more than 12 hours, changing your holiday campsite or substituting an alternative stopover which is more than 20km from your original choice or is of a lower official standard. In any of these circumstances you will have the option of:

- i accepting the revised arrangement as notified to you;
- ii purchasing another available holiday from us;
- iii cancelling your holiday.

If you decide to purchase another holiday which we offer to you or to cancel outright you must notify us of your decision within 14 days of the date printed on our letter which notified the change.

If you choose to accept the revised arrangements or to accept an alternative holiday we will, where we are required to do so under the terms of the Regulations, pay you compensation.

If you choose to cancel outright we will refund all monies which you have paid to us and also (where appropriate under the Regulations – a copy of the Regulations is available from Cofree Travel Service), pay you compensation.

Compensation payments do not apply where changes have been forced on us by reason of war or threat of war, riots, civil strife, terrorist act, industrial disputes, nuclear and natural disasters, adverse weather conditions, endemic health risks, unavoidable technical problems to transport or the closure or congestion of ports

or similar events beyond our control. Where we are obliged to make major changes to your holiday after it has begun we shall use our best endeavours to provide you with alternative arrangements and, where we are required to do so under the Regulations, compensate you for the difference between the services originally agreed and the services actually provided. Where your holiday destination is outside the UK and where it is impossible for us to make alternative arrangements of reasonable standard we will arrange (if you wish) for you and your party to return as soon as possible to the UK. For all holidays involving ferry travel you are advised to check your homeward arrangements with the ferry operator 24 hours before the scheduled departure of your homeward sailing.

## 10 Cancellation of booking by the Club

We may cancel your holiday if you fail to pay the outstanding balance by the due date (see condition 3) and also in the circumstances stipulated in condition 9. We also reserve the right where necessary to cancel your holiday at any time prior to 10 weeks before your departure date. In this last case we will try to offer you an alternative holiday where this is practicable. We will only cancel your holiday within 10 weeks of your departure date for reasons beyond our control such as those listed in condition 9.

If we cancel your holiday for reasons such as those listed in condition 9 our only liability to you will be to refund promptly all monies previously paid by you to us in respect of the holiday. If we cancel for reasons for which we are to blame we will, where required under the Regulations, pay you compensation.

## 11 Cancellation of booking by customer

You may cancel your holiday booking at any time. Cancellation may be in respect of all or merely one or more members of the party. We will only effect the cancellation upon written or verbal notice by the person who made the booking. We recommend that you make the cancellation by email or telephone. If you cancel by telephone, please ask for the name of the person you speak to. If you decide to cancel in writing, please obtain proof of delivery. To compensate us for the risk that we might not be able to resell all or any part of the cancelled holiday we shall be entitled to impose a charge as shown below:

### European Holidays (excluding Iceland, Morocco, Greece and Turkey) – Period before departure

Date	Cancellation Charge
Up to and including 70 days	Equivalent to deposit

69 to 31 days	25% of cost of holiday
30 to 16 days	50% of cost of holiday
15 to 8 days	75% of cost of holiday
7 days to day of departure	100% of cost of holiday
Due site arrival date or after crossing time	100% of cost of holiday

### Our offices are closed on Saturdays, Sundays and Bank Holidays.

The 'cost of holiday' for these purposes does not include Holiday cover premiums; these will automatically be forfeited in the event of a cancellation. In the case of amended bookings, the above conditions will apply to the earliest date of either the original booking or the amended booking.

Where applicable we shall deduct the cancellation charge from any balance previously paid by you in respect of the cancelled holiday and only refund the balance. Cancellation charges for ferry or Eurotunnel bookings that do not make up part of an "Inclusive Holiday" vary from company to company – details are available on request. No refund is obtainable for cancelled theme park tickets.

### Iceland, Morocco, Greece and Turkey escorted tours

Cancellation charges for ferry crossings and certain other services booked in connection with these holidays, may vary from the above and from company to company – these are available on request. If the reason for the cancellation falls within the terms of your Holiday cover policy you may be able to recover the cancellation charge from the Holiday cover company.

## 12 Customer complaints and problems

If you have a complaint about any component of your holiday you should report that complaint immediately to the supplier of the service concerned. If you are unable to resolve the problem you should contact us using the telephone number which will be provided to you prior to departure and we will use our best endeavours to help you. In the case of campsite complaints, our experience is that such problems are often seen in better perspective after a night's rest on site. We recommend that whenever possible, members should stay at least one night on site before attempting to change site. If a medical or other emergency arises during the holiday please follow the directions or recommendations set out in your Holiday cover policy. If the policy does not apply to the situation which has arisen you may contact us on the telephone number referred to above and we will try to help. We can also offer

you an arbitration scheme for the resolution of disputes arising out of, or in connection with this contract. The arbitration scheme is arranged by ABTA and administered independently. It provides for a simple and inexpensive method of arbitration on documents alone with restricted liability on you in respect of costs. The scheme does not apply to claims for an amount greater than £5,000 per person. There is also a limit of £25,000 per booking. Neither does it apply to claims which are solely in respect of physical injury or illness or their consequences. The scheme can however deal with compensation claims which include an element of minor injury or illness subject to a limit of £1,500 on the amount the arbitrator can award per person in respect of this element. Your request for arbitration must be received by ABTA within eighteen months of the date of return from holiday. Outside this time limit arbitration under the Scheme may still be available if we agree, but the ABTA Code does not require such agreement. For injury and illness claims, you can request the Mediation Procedure and we have the option to agree to mediation. Further information on ABTA's assistance in resolving disputes can be found at [www.abta.com](http://www.abta.com).

## 13 Ferries, Eurotunnel and campsites: Important information

Before your departure we will give you precise details of the times at which you should arrive at the chosen port for your outward and homeward journeys (all ferry departure and arrival times are quoted in local time). Should you fail to do so and miss your sailing we shall have no liability to you. Please remember that the ferry operator is expecting you to travel in the vehicle which you have notified to us prior to the departure date. Should you fail to do so and the ferry operator refuse to allow you to sail or impose any additional charge we shall have no liability to you.

Any special ferry company discounts published by Carefree Travel Service in this brochure or in any other subsequent Club publication will not apply to any shareholder prices in the ferry company concerned, nor can such discounts be applied to any inclusive holiday price quoted.

Members booking inclusive holidays must travel on the ferry crossing specifically related to the holiday. Any deviance from the crossing which forms part of the inclusive holiday may render the member liable to extra costs which will be charged by the ferry company at the full public tariff in force at the time and will not be the subject of any Club discounts.

The Club has made every effort to ensure that campsite descriptions and all other information in this brochure is accurate and to ensure that information held on file is up-to-date and correct. However, members should be aware



that circumstances may change and in particular that campsite managers reserve the right to withdraw or change site facilities at any time. Accordingly, we reserve the right to change any of the services and facilities or other information described or given in this brochure before you enter into a binding contract with us. We will notify you of these changes on your booking confirmation. If campsite managers notify us of important changes after you have booked but before your departure date every effort will be made to ensure that you are informed of them before you travel.

Members are subject to the conditions of carriage of the ferry companies and to the rules of each campsite which are available upon request from our office. Besides their contract with us, Members will have the benefits (and burdens) of the contracts between themselves and the ferry companies and the insurers.

A site reservation is valid from 1500 on the chosen day of arrival until midday on the day of departure unless stated otherwise in our brochure description or other documentation which we issue to you. If you are for any reason unable to reach the site on the booked arrival day you must inform either Carefree or the site directly to avoid automatic cancellation. Some sites close between 1200 and 1500. Most sites operate a curfew after 2200. You will not be allowed onto the camping area between or after these times. Any early departure (before 0700) should be notified to the site management in good time. We will not be liable for any problems which you may encounter through failure to adhere to these times and formalities.

If you wish to prolong or curtail your stay at your chosen campsite after your holiday has begun please contact Carefree, your Rally Stewards or the site management as appropriate. They are not obliged to accommodate your request. Any extra fees due in such cases must be paid directly to the site management. Refunds in the event of curtailment are within the discretion of the site management.

Any star ratings afforded to a campsite are a matter between the campsite and its own national or regional regulatory body. Every effort is made to ensure that an objective indication as to the individual appeal of each campsite is given in this brochure. However, members should remember that a campsite which may appeal to an individual during the low season may change in character with the advent of the high season when all amenities may be under the strain of a large influx of people. It is also often the case that some facilities are only available in high season, thereby also affecting the nature and style of the campsite. All these factors should be considered when making your choice of site.

Please remember that any ferry or rail tickets which we obtain for you are valid only for the sailings or train journeys specifically indicated on the tickets. If you wish to prolong or curtail your holiday it will be your responsibility to arrange an alternative homeward sailing and/or train journey via Carefree or the supplier concerned. This condition shall be without prejudice to the provisions of condition 10.

The Club will not be responsible for refreshments/meals and overnight accommodation as a result of a delay experienced at the outward or homeward ports of departure. We strongly recommend that the appropriate Carefree Holiday cover is taken out to cover such eventualities.

## 14 Chalet and mobile home holidays: Important information

Bed linen is rarely provided within the price of the accommodation and is only included if stated within your confirmation invoice. Deposits against breakages and extra cleaning will be required on arrival at each site, full details of which will be shown on your confirmation invoice.

## 15 Our responsibility for your holiday

We accept responsibility for the acts and omissions of our employees, agents and suppliers (provided of course that such acts or omissions are within the scope of or in the course of their employment or duties) and we will, where required under the Regulations, compensate you in the event that the holiday which we are contractually obliged to provide to you is not of a reasonable standard. However, we limit our liability to you in accordance with the following provisions:

- i We accept no liability where the failures which occur in the performance of the contract:
- a) are the fault of yourself, some other member of your party or some third party unconnected with the provision of the services contracted for;
- or
- b) are due to unusual or unforeseen circumstances beyond the control of the Club, its agents or suppliers and which could not have been avoided even if all due care had been exercised or to an event which the Club, its agents or suppliers could not, even with all due care, have foreseen or forestalled
- ii we limit our liability to you in accordance with the provisions of the 1974 Athens Convention on carriage by sea; the 1962 Paris Convention on the liability of hotel keepers and the 1961 Berne Convention on carriage by rail;
- iii where we are liable to pay compensation this will be subject to a maximum amount

equivalent to twice the cost of your holiday and directly attributable expenses.

This maximum applies when you have derived no enjoyment whatsoever from your holiday. In other circumstances we will pay you such lower sum as is reasonable, taking into account all the circumstances, in particular the extent to which your holiday was affected. This limitation shall not apply where the failure in performance of the contract has resulted in death or personal injury.

Where the cause of failure in the performance of the contract is the acts or omissions of our agents or suppliers, our acceptance of liability is subject to you and your party members assigning to us your rights against them and giving us your co-operation in any legal action which we may take against them.

## 16 Passport, Visa and Immigration requirements

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

## 17 Excursions

Excursions or other tours that you may choose to book or pay for whilst you are on holiday are not part of your package holiday provided by us. For any excursion or other tour that you book, your contract will be with the operator of the excursion or tour and not with us. We are not responsible for the provision of the excursion or tour or for anything that happens during the course of its provision by the operator.

## 18 Brochure prices

All prices quoted in this brochure were correct at the time of publication (June 2012). However, it is possible that by the time you come to book, the cost of your holiday may have increased or decreased, e.g. because the ferry companies have altered their prices. Where this occurs the new prices will be clearly indicated in the Booking Confirmation invoice. Prices in this brochure have been calculated on the exchange rate shown below:

Euro (€)	Euro	1.16
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## 19 Governing law

All matters arising from this contract shall be governed by English law and the jurisdiction of the English courts.

You may however, choose the law and jurisdiction of Scotland or Northern Ireland if you wish to do so.

# Mileage chart

## Key to mileage chart

- Ferry ports.
- En Route campsites (France).
- En Route campsites (Spain).
- Winter Sun Rally and Winter Sun Campsites.

Bilbao	Santander	Caen (Oustreham)	Calais	Cherbourg	Roscoff	Saint Malo	Beausoleil	Belle Riviere	Club Europe	Hotel Bal / La Bien Assise	Indigo Lyon	Larrouleta	Le Cabri	Le Chanset	Le Futuriste	Le Moulin	Les Bouleaux	Les Rives Du Lac NEW	Altomira	Aranjuez	Caceres	Despenaperros	El Desfiladero	El Eden
210	270	380	550	430	410	330																		
420	480	190	370	210	200	110	210																	
400	450	600	700	700	680	600	270	470																
750	800	230	20	310	440	340	530	380	680															
550	610	430	470	510	610	485	350	420	280	450														
80	140	520	670	560	550	470	130	340	310	660	480													
240	300	430	590	470	450	370	60	250	240	570	330	170												
440	500	390	450	460	510	420	240	340	270	430	110	370	220											
370	440	230	390	300	320	230	170	120	390	380	320	300	210	220										
320	380	280	430	340	330	240	120	130	380	420	310	240	160	230	60									
590	660	350	380	420	520	430	390	390	370	370	90	510	370	180	320	300								
640	710	290	260	350	460	370	440	340	500	260	230	640	470	250	280	330	140							
350	410	850	1000	890	880	800	460	680	350	1000	620	340	450	610	640	580	710	840						
280	300	840	1000	890	880	780	460	680	530	980	810	330	490	710	640	580	850	890	250					
400	360	940	1100	1000	980	900	570	780	690	1080	910	430	630	810	740	680	950	1000	450	230				
410	430	990	1140	1030	1020	930	600	810	590	1130	850	470	660	840	770	720	950	1020	280	140	290			
60	130	630	780	670	660	570	240	450	440	780	590	110	280	470	410	360	620	680	310	220	330	350		
240	110	810	970	860	850	760	430	640	620	970	770	290	450	660	560	570	810	770	410	180	150	310	100	
60	120	620	770	660	560	240	450	430	760	590	110	300	470	410	350	620	680	290	240	340	370	20		
260	240	830	990	890	870	790	440	650	630	980	800	330	500	670	610	550	820	870	390	160	140	300	200	
520	550	1090	1250	1130	1130	1040	700	920	690	1250	960	570	780	950	890	820	1050	1140	380	250	320	120	470	
240	220	810	970	860	850	760	430	640	620	960	770	290	450	660	590	540	810	850	410	180	150	310	180	
210	230	780	940	830	820	730	400	610	520	940	750	260	460	630	570	510	780	830	290	70	240	200	160	
570	590	1140	1300	1190	1170	1090	750	960	740	1290	1110	620	780	990	920	870	1100	1190	420	300	250	170	510	
200	260	700	860	750	730	650	310	530	320	850	580	190	370	550	480	430	680	750	170	230	390	360	160	
670	660	1160	1300	1290	1280	1190	790	990	970	1400	1200	720	890	1090	1030	970	1240	1290	660	450	290	320	620	
500	550	1000	1130	1050	1040	950	620	830	440	1120	710	490	680	700	790	730	800	930	130	280	490	290	440	
430	490	890	960	960	940	860	530	730	270	980	540	370	530	550	670	640	630	780	60	270	490	290	360	
620	630	1190	1320	1240	1220	1140	780	1010	630	1320	900	670	880	900	980	920	990	1120	320	330	450	200	560	
600	630	1180	1320	1240	1220	1120	800	1000	770	1310	1040	680	860	1030	970	920	1130	1230	470	320	310	200	550	
560	590	1130	1300	1180	1170	1080	750	960	680	1280	950	610	820	950	930	860	1050	1160	370	290	320	160	510	
460	520	970	1090	1020	1000	910	580	790	400	1080	670	450	640	660	750	690	760	890	100	260	450	300	400	
580	560	1150	1320	1200	1190	1100	760	980	880	1300	1160	630	830	1000	940	880	1150	1200	520	350	210	230	530	
520	550	1150	1240	1150	1140	1050	710	930	530	1220	810	600	760	780	890	830	880	1010	220	260	470	280	480	
520	550	1040	1190	1070	1060	970	650	860	500	1180	760	520	640	750	820	770	860	980	190	260	460	290	470	
510	530	1010	1160	1050	1030	950	620	840	470	1160	740	500	610	730	790	740	830	960	170	250	450	270	450	
380	470	890	1010	930	920	830	500	710	320	1000	590	370	550	580	670	610	680	810	40	240	430	270	340	
450	630	1220	1380	1270	1250	1170	830	1040	940	1370	1220	700	900	1080	1010	950	1220	1270	590	420	280	290	590	
450	520	880	980	950	960	870	550	750	280	960	550	440	470	540	670	650	640	770	80	280	480	310	380	
640	620	1210	1370	1250	1230	1140	690	1030	860	1360	1120	690	850	1050	980	930	1220	1260	510	410	270	280	580	
700	680	1260	1420	1320	1310	1200	890	1090	940	1400	1210	750	950	1130	1060	1000	1270	1320	640	470	330	350	650	
350	420	760	850	830	840	750	380	630	160	840	430	350	350	420	540	530	520	650	200	390	550	430	310	

